1. **LOT 4 - ACCOMMODATION AND VENUES FOR APPROVED CIVILIAN PROGRAMMES**

# **Introduction**

* 1. This Lot is designed to facilitate the full end-to-end or part service solutions for Buyers who manage, or want to have managed, Approved Civilian Programmes, where an Approved Civilian Programme has the following meaning: a programme to support a civilian cohort that is under a Buyer’s responsibility and /or care, and is fully supported by the UK Government.
  2. An Approved Civilian Programme can be for any cohort who may require:

a) Accommodation Venue(s) Solution OR

b) Gathering/Event Venue(s) Solution OR

c) Solutions for both a) and b) above

* 1. Either a), b) and/or c) options are permitted via this Framework Contract.
  2. Where there is no service line or price required in the Lot 4 rate card the Supplier shall provide the required service free of charge as part of an added value service.
  3. The core service of this Lot, as an absolute minimum, is for the Supplier to Source (and if required book) a Venue or Venues that fully matches the brief provided by the Buyer and/or the Authority (or propose an alternative option and make clear which part of the brief is not fully met) for Accommodation and/or Gatherings/Events purposes, regardless of whether it is required for exclusive or non exclusive use. Any Venue type (see clause 9.7 for further details) can be booked for the required number of days, weeks, months or years.
  4. In addition, Food and/or Beverage services, and Laundry Services, to be provided at the booked Venue(s) are also included as part of the core services of this Lot (see Section One – Core Services for further details) should they be required by the Buyer.
  5. A Venue can be, but is not limited to a Building (i.e. Hotel, BandB, Serviced Apartment, Conference Centre, Holiday Park/Resort/Site, Staff Block, Student Accommodation/Halls, Exhibition Centre/Halls etc), a Vessel (i.e. Barge, Boat, Cruise Ship etc), a Marquee/Tent or Modular Build to name just a few. No Venue is out of scope.
  6. Once a Venue is booked by the Supplier, the following Accommodation and/or Gatherings/Events Ancillary Services can then be provided by the Supplier if requested by the Buyer.

a) Ground Transportation - see clauses 9.86 - 9.88 for further details

b) Security Services - see clause 9.89 - 9.90 for further details

c) Welfare Services - see clauses 9.91 – 9.96 for further details

d) Case Management - see clause 9.97 for further details

e) Gatherings/Events Equipment and/or PPE/Virus Test Kits - see clause 9.98 for further details

* 1. Accommodation and/or Gatherings/Events Ancillary Services can and shall only be booked and contracted to support the actual Venue booking itself. For example, a Buyer can not contract the Accommodation and/or Gatherings/Events Ancillary Services through this Lot as standalone services, or to support a Venue Contract booked directly or via a third party that is not a Supplier of this Framework Contract.
  2. The services in this Lot comprises of three sections, as detailed below:
* Section One = Core Services: The Booking of Accommodation and/or Gatherings/Events Venue(s)
* Section Two = Optional Services: The Booking of Accommodation and/or Gatherings/Events Ancillary Services
* Section Three = Managed Services:

a) Venue Management,

b) Ancillary Service Management, and/or

c) Full Service Management (i.e. a) and b) combined)

* 1. The Core Services are detailed in Section One – Core Services, i.e., the booking of a Venue(s) for a Gathering(s), Event(s), and/or Accommodation(s) for an Approved Civilian Programme. Please note that under this Lot, ‘booking’ shall have the following meaning given to it:
  2. The sourcing and contracting of a Venue or Service.
  3. Once a Venue has been booked, the Buyer may request the Supplier to book Optional Services (i.e. the Booking of Accommodation and/or Gatherings/Events Ancillary Services) as well. These Optional Services are detailed in Section Two – Optional Services.
  4. The Buyer may also choose and confirm if they require some or all of the booked services to be managed via one of the following Managed Service options:

a) Venue Management,

b) Ancillary Services Management, and/or

c) Full Service Management (i.e. a) and b) combined)

* 1. These Managed Service options are detailed in Section Three – Managed Services.

# **Background**

* 1. Buyers on this Lot may include but are not limited to:
  2. Buyers with a Duty of Care to provide exclusive or non-exclusive Venues, Accommodation and/or Gatherings/Events Ancillary Services, for Approved Civilian Programmes, including but not limited to those listed in 9.20.
  3. Buyers with a Duty of Care for Approved Civilian Programmes who need a Gathering(s) or Event(s) Venue(s) for exclusive or non-exclusive use, with or without the requirement for Accommodation alongside. Such usage could include but is not limited to a medical or assessment triage centre, a meeting space to brief recently-arrived civilian cohorts, a Venue for operational training, or a gathering Venue to use as an assembly point for fire / mass evacuation etc. There are no restrictions to the Gathering(s), Accommodation and or Event(s) type(s).
  4. Approved Civilian Programmes can be planned or unplanned i.e. routine, business as usual, core business, a one off programme or in response to an emergency, disaster or crisis.
  5. Civilians can be UK and/or Foreign Nationals. Civilian cohorts under an Approved Civilian Programme can include but are not limited to:
* Civilians impacted by a Pandemic i.e. Covid19
* Early release Patients and/or Prisoners
* Asylum Seekers
* Refugees (i.e. Afghan ARAP/ACRS or other)
* Civilians subject to immigration legislation
* Victims of Conflicts (such as those in Ukraine, Sudan, and Israel) or any Mass Evacuation
* Rough Sleepers and/or Homelessness Victims
* Key Workers
* Victims of Abuse
* Victims of Storm Damage or other natural disaster
* Troops and Military Personnel assisting with a Crisis Event, Disaster and/or Emergency
* Victims of a Crisis, Disaster and/or Emergency Event
* Any other Cohort that the UK Government chooses to support and approves as a programme of work
  1. Individuals within an approved cohort shall be referred to as ‘Service User(s)’.
  2. Throughout this Lot, the term ‘Venue’, whether for Accommodation or Gatherings/Events, will have the meaning given to it as follows:
  3. A Venue can be, but is not limited to a Building (i.e. Hotel, BandB, Serviced Apartment, Conference Centre, Holiday Park/Resort/Site, Staff Block, Student Accommodation/Halls, Exhibition Centre/Halls etc), a Vessel (i.e. Barge, Boat, Cruise Ship etc), a Marquee/Tent or Modular Build to name just a few. No Venue is out of scope and it can be booked and confirmed for exclusive or non exclusive use and for any length of time.
  4. The Buyer will also advise whether different cohorts can share the Venue or not in order to maximise space that has been paid for but that is sitting empty.
  5. All commercial offers, including but not limited to detailed pricing, terms and conditions, Sourced by the Supplier must be treated by the Buyer as Commercially Sensitive Information.
  6. Please note that Suppliers pricing for this Lot must be equal to their pricing on Lot 1 Part B for all pricing line items/single elements.

# **Overview of Services**

## **Mandatory Service**

* 1. As a free of charge service, the Supplier shall:
* Provide 24/7/365 (366 on a leap year) coverage via both phone and email options and provide specialist help and support for all Buyer enquiries and requests
* Source and provide provisionally held options for suitable Venue(s) for Gatherings, Events and/or Accommodation
* The Supplier shall present the detailed options in the required template format, providing as many choices as possible, with updates to the template every 2 hours (unless a different timeframe is requested by the Buyer), until instructed by the Buyer and/or the Authority to stop.
* Notify the Authority immediately that a Cohort Venue Search has been requested.

## **Section One - Core Services**

* 1. The Supplier shall book the Buyers chosen Venue(s) from the presented options, amending and/or cancelling as required.
  2. When the Buyer has chosen their Venue(s) the Supplier will proceed to contract (in line with the Buyer instructions and approval to contract i.e. delegated authority) and provide all necessary paperwork and information within a maximum of 48 hours. If the Buyer prefers to sign the contract then the Supplier should facilitate this action under the Booking Service. If the Supplier is delivering Venue Management services, then the default position will be for the Supplier to sign the contract.
  3. The Supplier shall book Food and/or Beverage and/or Catering equipment, as required by the Buyer.
  4. The Supplier shall book Laundry Services and solutions, as required by the Buyer.
  5. The Supplier shall notify the Authority immediately that a Cohort Venue(s) has been contracted with, as a minimum, details of the Cohort, Venue Name, Contract Commencement Date, Contract End Date, the Price agreed and Savings made.
  6. The Supplier shall then continue to provide a 24/7/365 (366 on a leap year) service, via clear contact mechanisms (i.e, both phone and email), to help, support and assist further where needed with all booked Venues.
  7. The Supplier shall comply with any requirement to fully integrate with HMG Emergency Accommodation Request Tool (HEART), providing all required content, reporting and data security obligations with a particular focus on where rooms are being paid for but are sat empty.
  8. The Supplier shall fully support the Buyer with any conversations required with Authorities i.e. Port Authorities, Local Authorities, Community Authorities to name just a few.

**Scope of Venues for Accommodation, Gatherings, and Events**

* 1. Venues for Accommodation, Gatherings and/or Events (regardless of whether for exclusive or non exclusive use) may include but are not limited to:
* Vessels (Berthed or Anchored) (Chartered or Purchased)
* Hotels/ BandBs
* Holiday/Caravan/Camping Parks, Resorts or Sites
* Commercial Housing and/or Apartments
* Serviced Apartments
* Student Accommodation and/or Staff Blocks
* Marquees/Tents and Modular Builds
* Conference Centres/University Halls/Community Halls/Exhibition Centres etc
* Any other Venue for Group Accommodation, including Hostels and Shelters
  1. No Accommodation or Venue type is excluded from this Lot, subject to the relevant Health and Safety requirements being evidenced and appropriate Local Authority or Ministerial approvals being secured by the Buyer in collaboration with the Supplier.
  2. In addition to Accommodation and/or Gatherings/Events Venue booking services, the purchase of a Vessel to use as Accommodation and/or for Gatherings/Events for any of the Cohorts referenced throughout this document is permissible via this Lot. For example, a Buyer may wish to buy a Vessel and use it for a number of days/weeks/months/years and then sell the Vessel once it is no longer required. The Supplier shall support by offering sourcing, contracting and/or bill-back services to fully support the Buyer with the purchase. Should the Buyer wish to sell any purchased Vessel in the future, then this would be the responsibility of the Buyer to organise.
  3. Where required, the Supplier may be asked to work with third party providers and/or in collaboration with other Government Departments to reconfigure a Venue (including Vessels) to meet Buyer requirements.
  4. Where the Supplier is sourcing a Vessel for charter, as part of any proposal they must include detail around the Crew's Visa and/or Right to Work statuses relevant to the country or territory that the Vessel is required in.
  5. Where the Crew do not have the necessary Visas and/or Right to Work statuses, and unless specified otherwise by the Buyer, the Supplier shall ensure this is obtained prior to deployment into the relevant territory, or source an alternative crew with the appropriate Visas and/or Right to Work statuses. In both cases, the Supplier shall advise upfront of the indicative timelines for obtaining the appropriate Visas and/or Right to Work statuses.

**General Requirements**

* 1. The Supplier acknowledges that the Service Users will, in many cases, be vulnerable adults, families or minors, with specific requirements, and as such, the Supplier will ensure that their own staff and that of their Delivery Partner(s) deployed as dedicated resources comply with both applicable legislation on the safeguarding of children and vulnerable adults/families and with the Buyer’s specific guidelines on these same matters.
  2. The Supplier shall liaise and consult with relevant Stakeholders as determined by the Buyer at Call Off to ensure that any Accommodation Venue(s) and/or Gatherings/Events Venue(s) made available to Service Users complies with any restrictions / constraints that may be detailed in the Call Off Order.
  3. Where specified in the Call Off Order, the supplier shall ensure that all relevant staff, including that of Delivery Partners, meet the personnel standards as stipulated by the Buyer to carry out the required services. These standards may include but are not limited to:
  4. Have been subject to and satisfied a Disclosure and Barring (DBS), Disclosure Scotland, and/or AccessNI checks
* Have been subject to and satisfied Immigration and Right to Work checks
* Hold SC and/or DV security clearance
* Wear the appropriate Uniforms / PPE / Identity Badges

**Health and Safety**

* 1. The supplier must comply with all legal, regulatory and statutory requirements in relation to health and safety, including fire safety and all required insurances.
  2. In advance of booking any Venue (building/vessel/marquee/tent) on behalf of the Buyer, the Supplier shall conduct a Site Visit to the Venue(s) to satisfy that Health and Safety standards are either met or will be met before Service Users enter the Venue(s). In the latter case, the Supplier shall conduct a second Site Visit before Service Users enter the Venue(s) to ensure that any Health and Safety concerns have been addressed.
  3. The Supplier shall share and maintain records detailing that they have verified that the Accommodation Venue(s) and/ or Gatherings/Events Venue(s) meets the required standards before proceeding to contract.
  4. The Supplier shall obtain and share copies of all utilities certificates from the Venue Provider, including but not limited to:
* Gas Safety Certification;
* Fire Safety Report;
* Fire Risk Assessment;
* Evacuation Policy;
* Electricity Safety Certification;
* Lifting Operations and Lifting Equipment Regulations;
* Legionnaires Report;
* Food Hygiene Rating and Standards; and
* Pandemic Management Plan.
  1. The Supplier shall comply with its obligations with regards to Health and Safety as detailed in the Core Terms Clause 29.
  2. The Supplier shall ensure that all accidents, injuries, dangerous incidents and Major Incidents are recorded, in line with RIDDOR. The Buyer shall define what constitutes a Major Incident in the Call Off Order.

**Service User Payment**

* 1. On occasion, Buyers on this Lot may require Service Users to make payment using their own funds. In this case, the Supplier may require the individual Service User’s payment card details, and/or participation in an approved Undertaking To Repay (UTR) scheme, in order to proceed with a booking before Venue and/or Accommodation and/or Gatherings/Events Ancillary Services are permitted. The Supplier must be able to facilitate all payment types and protect card details with robust security provisions in compliance with Payment Card Industry Data Security Standard (PCI DSS).

**Food and/or Beverage**

* 1. Where required, the Supplier shall provide a full and/or half board service to entitled Service Users. The Call Off Order will set out whether the cohort is eligible, or any eligibility criteria.
  2. The Service shall be provided either within the Venue, or in a location that is easily accessible to the relevant Service User(s).
  3. Full details of the full or half board service requirements will be confirmed in the Call Off Order; however, an example of full board may include​:
* Breakfast with a beverage service;
* Hot lunch and evening meal​ with a beverage service​;
* Appropriate food and beverage provision for babies and small children;
* Where three daily meals may not meet the nutritional needs of Service Users, additional provision of food and beverage i.e. fruit snacks; and
* Where required, snacks to be made available 24/7
  1. Each meal should be assessed and approved by a suitably qualified professional to ensure that it meets the dietary needs of Service Users.
  2. The Supplier will and shall ensure that catering for relevant special dietary, cultural, or religious requirements is provided.
  3. The Supplier should pay particular attention to driving down costs and ensuring value for money. For example, cohorts have significantly lower budgets when compared to the Business Traveller and this must be managed prior to submitting the options rather than waiting for the Buyer and/or Authority to request that the Supplier try to lower the price due to concerns regarding media attention.
  4. Additional support items may be included as required by Service Users, including but not limited to toiletries, baby care necessities, clothing, blankets, bottled water and/or packed lunches for coach journeys.
  5. Where instructed by the Buyer, the supplier may be required to issue Food Vouchers and/or Cash/Cards/Credit Tokens to Service Users.
  6. Suppliers providing food and catering Services to Central HM Government Bodies are required to comply with the mandatory requirements of the [Government Buying Standards (GBS) for Food and Catering Services](https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-food-and-catering-services/government-buying-standard-for-food-and-catering-services#contents) (and future updates as they materialise) and are encouraged to meet the best practice criteria of the GBS for food and catering Services.
  7. Suppliers providing food and catering Services to the wider public sector are strongly recommended to comply with the mandatory requirements of GBS.
  8. Suppliers providing food and catering Services are required to comply with the aims of the Public Services (Social Value) Act 2012.
  9. Suppliers and their providers shall comply with all relevant laws and current legislation in relation to food and catering
  10. (e.g UKhttps://www.legislation.gov.uk/uksi/2019/1218/made).
  11. The Supplier shall communicate these requirements to the Venue where catering is requested, and obtain and collate any verification evidence and pass the same to the Buyer and CCS on request. The Supplier may be required to report back to the Buyer on compliance and the provenance of food and food ingredients.

**Laundry**

* 1. Where required by the Buyer, the Supplier shall ensure that the Venue has suitable Linen and Laundry services and/or facilities.
  2. This may include but is not limited to: a full linen and laundry service provided by the Supplier or the Venue Provider; or laundry facilities such as available washing machines and drying apparatus to allow Service Users to self serve.
  3. Where instructed by the Buyer, the Supplier may be required to issue tokens, vouchers or cash to Service Users to enable them to use laundry facilities.

**Venue Bookings and Pricing**

* 1. The Supplier shall make available, all Authority Public Sector Negotiated Programmes, discounted, advance purchase, special offer, promotional, Commissionable and Non-Commissionable rates and any other available Non-Commissionable special offers for the Buyer to consider and book. The Supplier shall inform the Buyer (and Authority) of all Accommodation rates that the Supplier negotiates or makes available specific to the Buyer.
  2. The Supplier shall notify in writing the Venue Provider at the time of booking whether the Traveller has any special needs as communicated by the Booker or the Traveller at the time of booking.
  3. On all booking confirmations, and all associated correspondence, including, but not limited to, information shared with Third Party Providers, the Supplier shall ensure that the Buyer’s department identity is not revealed under any circumstances unless instructed otherwise and agreed in writing during the Implementation Period in accordance with Call-Off Schedule 13 (Implementation Plan and Testing).
  4. The Supplier shall ensure that Venue and transport providers are fully aware of the circumstances around specific booking types as detailed by the Booker, for example compassionate journeys, and shall handle such bookings sensitively and in accordance with the required payment instructions.
  5. For bookings the Supplier shall confirm the requirement, in writing, to the Buyer prior to creating a suitable solution / itinerary. This to be communicated in a method agreed with the Buyer within the Call Off Order and may include, but not be limited to, email, SMS / Text, WhatsApp.
  6. The Buyer is to confirm the requirement is correct within a reasonable timeframe, noting that the time between receipt from the Supplier and the Booker confirming back to the Supplier is not included within the calculation of any KPI / SLA.

## **Section Two - Optional Services**

* 1. Once a Venue is booked, the Accommodation and/or Gatherings/Events Ancillary Services can be booked by the Supplier if requested by the Buyer.

a) Ground Transportation - see clauses 9.86 - 9.88 for further details

b) Security Services - see clause 9.89 - 9.90 for further details

c) Welfare Services - see clauses 9.91 – 9.96 for further details

d) Case Management - see clause 9.97 for further details

e) Gatherings/Events Equipment and/or PPE/Virus Test Kits - see clause 9.98 for further details

* 1. Any additional service that is requested by the Buyer, but is not listed in 9.76 above, must be discussed and agreed with the Supplier.
  2. The Supplier’s responsibilities under the Booking Service for any applicable Accommodation and/or Gathering Events Ancillary Services shall include but are not limited to the following:
  3. Source and contract Accommodation and/or Gatherings/Events Ancillary Services;
  4. manage the day to day relationship with the Delivery Partner(s);
  5. act as a point of escalation for both the Buyer and any relevant Delivery Partner(s) where required, including for dispute resolution and/or damage claims;
  6. conduct commercial negotiations; deliver commercial benefits and added value, action amendments and cancellations to the booking at the Buyers request;
  7. The Buyer is responsible for outlining the specific requirements under each service.
  8. Where delivering a Managed Service, as requested by the Buyer in accordance with Section Three – Managed Services, the Supplier is permitted to subcontract these Accommodation and/or Gatherings/Events Ancillary Services to a third party Delivery Partner, passing the agreed price for such services with such Delivery Partner back to the relevant Buyer on a “pass through” basis without any profit mark-up, cost, administration charge or expense, provided that the price has been agreed between all parties in writing upfront. The Supplier should also confirm in writing with the Buyer who will take responsibility for signing the Contract(s).
  9. All Subcontractors must clearly be listed in order to provide additional Accommodation and/or Gatherings/Events Ancillary Services.

**Ground Transportation (a)**

* 1. The Supplier shall provide ground transportation for Service Users as required by the ​Buyer​, including but not limited to:
* Collection from / return to point of Embarkation / Disembarkation
* Transfer between ​Accommodation Venue and/or Gatherings/Events Venue (if being moved)
* Transport to and from appointments relating to health and/ or welfare
* Transport to and from community and/or religious Venues
* Transport to support community integration
* Anything else ​as detailed in the Call off Order​​
  1. Ground Transportation may be delivered either via pre-booked ground transportation, private vehicle with driver hire, public transportation, or any other transport as stipulated by the Buyer in the Call Off Order.
  2. The Supplier shall ensure that accessible transport arrangements are provided as required.

**Security Services (b)**

* 1. Where specified in the Call Off Order, the Supplier shall supply security services at the Venue, including access control to the Venue.
  2. The Supplier shall provide on-site security measures in line with the requirements set out in the Call Off Order. These measures may include but are not limited to:
* Security personnel (Security Industry Authority Licensed)
* CCTV
* External lighting
* Intruder alarms
* Keys
* Locks
* Door
* Gates
* Barriers and fences
* Passes
* Security systems

**Welfare Services (c)**

* 1. Where specified in the Call Off Order, the Supplier shall provide welfare staff, such as healthcare professionals, social workers and/or support workers to carry out services including but not limited to:
* Support in applying for benefits from the relevant authority
* Drug and alcohol services
* Medical and Health services, including sexual health services
* Specialist advice, such as debt advice
* Counselling, therapy, and psychological support
* Other welfare services
  1. In addition, and where specified in the Call Off Order, the Supplier shall provide Service Users with access, signposting and/or assistance in registering to other welfare services/ providers, including but not limited to:
* A local GP
* Dental
* Counselling
* General orientation of the local area
* Community integration
* Primary and Secondary health care
* Social care
* Financial support
* Education and/or schooling
* Employment support
* Advisory Services, e.g., Migrant Help
* And other Medical and/or Pastoral Services. *​​​​​* 
  1. The Supplier may be required to assist Service Users in obtaining urgent medical care, as specified in the Call Off Order.
  2. If specified in the Call Off Order t​he Supplier is to provide a range of Health and Welfare related Test Kits, Consumables and associated Services including but not limited to:
* Infectious diseases
* Alcohol
* Drugs
  1. If specified in the Call Off Order, the Supplier shall provide access to appropriate Translation Services to ensure that the Service Users receive any and all communications in a language understood by the Service User. These Translation Services may include but are not limited to the use of Interpreters, Translators and Artificial Intelligence (AI) and Translator Apps as and when required.
  2. The Supplier may also be required to provide English for Speakers of Other Languages (ESOL) classes if specified in the Call Off Order.

**Case Management System (d)**

* 1. If specified in the Call Off Order, the Supplier shall provide an Electronic Caseload Management System for the management of relevant Service Users. Where part of a Managed Service provision (see Section Three – Managed Services), this service may include but is not limited to:
* Ensure that Service Users are accessing the relevant Accommodation and/or Gatherings/Events Ancillary Services and interventions through encouraging engagement with the relevant bodies.
* Share appropriate information with the Buyer and other relevant Agencies and Authorities.
* Provide input and evidence for various reports as may be required by the Buyer.

**Gathering/Events Equipment and/or PPE/Virus Test Kits (e)**

* 1. Where required by the Buyer and specified in the Call Off order, the Supplier shall provide necessary equipment for the Accommodation and/or Gatherings/Events. Equipment may include but is not limited to:
* Test kits (i.e. Virus Test Kits like those used in the Covid19 Pandemic)
* Personal Protective Equipment
* Tents
* Camp beds, bedding or equivalent
* Presenting Equipment i.e. PA System/Projector/Screen/Lectern/Microphones

## **Section Three - Managed Services**

* 1. Should the Buyer require the Supplier to manage any of the booked services, then the options available are:

1. Venue Management
2. Ancillary Service Management
3. Full Service Management
   1. The following table gives a breakdown of the different Managed Service options:

|  |  |
| --- | --- |
| **Managed Service Heading** | **Managed Service Activity** |
| Venue Management (a) | Welcome Packs, Briefing and Induction for all Service User Arrivals |
|  | Check In and Check Out Services (inc Accommodation Allocation and Service User movement management and reporting) |
|  | Distribution of required items (i.e. Mobile Phones/Toiletry Bags/Bottled Water/Cleaning Materials/Laundry Packs/Food Packs/Test Kits and/or PPE to name just a few) |
|  | Post Booking and Contract Site Visits, Inspections and/or an On-Site Daily Presence |
|  | Take responsibility for the signing of any Contracts if required (written agreement must be in place to confirm who will sign contracts with the default position being the Supplier where the Supplier is delivering Venue Management) |
|  | Safeguarding, Well-being Observation and Checks |
|  | Damages and Damage Claims |
|  | Complaints |
|  | Service User Signposting to Help and Ancillary Services |
|  | Any other Venue Activity(s) |
| Ancillary Service Management (b) | Ground Transportation |
|  | Security Services |
|  | Welfare Services |
|  | Case Management |
|  | Equipment/Test Kit/PPE/Other Services |
|  | For all or any of the above, take responsibility for the signing of any Contracts if required (written agreement must be in place to confirm who will sign contracts with the default position being the Supplier where the Supplier is delivering Ancillary Service Management) |
| Full Managed Service (c) | Everything in Venue Management (a) |
|  | Everything in Ancillary Service Management (b) |

* 1. Please note that delivering a Managed Service through this Lot does not authorise Framework Contract Suppliers to make Policy decisions on behalf of the Buyer.
  2. The Supplier will refer any Policy related queries or decisions to the Buyer, or an Authority appointed by the Buyer, so the Buyer must provide clear contact details, roles and responsibilities.
  3. Additionally, the Supplier and their Delivery Partners (including but not limited to service partners, Service Providers and subcontractors) shall not be required by the Buyer to decide which Accommodation and/or Gatherings/Events Ancillary Services (as defined in Section Two – Optional Services) are required and booked for a particular cohort, although they may be asked to provide a recommendation based on previous experience, knowledge and understanding.

**Venue Management (a)**

* 1. Where required by the Buyer and specified in the call off order, the Supplier shall deliver Venue Management services to the Buyer, for the relevant Venue(s) booked via this Lot.
  2. In addition to the Services outlined in Section One – Core Services, under Venue Management the Supplier shall deliver services including but not limited to the following:
* Welcome Packs, Briefings and Induction
* Check in and Check Out Services (including room allocations and reporting if required)
* Distribution of required items
* Post Booking and Contract Site Visits, Inspections and/or an On-Site Daily Presence
* Safeguarding, wellbeing observation and checks
* Damages and Damages Claims (above what is outlined in paragraphs 1.14-1.17 of the Specification)
* Complaints (above what is outlined in paragraphs 1.45 and 5.48 of the Specification)
* Service User signposting to and for help and Ancillary Services
* coordination and monitoring of Service provision to the Service Users; for example, the supplier shall ensure that Service Users are notified and reminded of and encouraged to attend the relevant contracted service(s)
* Any Other Venue Activity(s)

**Welcome Packs, Briefings and Induction**

* 1. Where specified in the Call Off Order, the Supplier shall provide a Welcome Pack, a Venue briefing and induction conducted in a language understood by the Service User. This may be provided verbally, or as part of an Induction Booklet, as specified in the Call Off Order.
  2. The Buyer shall specify the detailed requirements of the induction in the Call Off Order. This may include but is not limited to: a full tour of the Venue, how to use the facilities i.e. laundry rooms, fire evacuation and assembly point details, keys or an access pass to access the Venue, key points of contact, local information, and sign-posting to relevant services.
  3. The Supplier may also be required to provide a welcome pack, which may include but not be limited to:
* Toiletries
* A welcome food pack​
* Phone services with credit (i.e. mobile or landline)
* a relevant travel pass (i.e. for use on organised coach transfers)
* Details of local faith and belief groups or other helpful groups and organisations
* Details of local convenience stores, bus routes, other local attractions (where the cohort has flexible and unsupervised movement authorised by the Buyer)
* Opening hours of on-site facilities i.e. shops, laundry, leisure centres and so on

**Check In and Check Out Services**

* 1. Where required by the Buyer, the Supplier shall provide check in and check out services, including Accommodation Allocation (where applicable) and Service User movement management and reporting.
  2. Service Users shall be allocated in compliance and accordance with an Allocation Process and Allocation Rules as defined by the Buyer in the Call Off Order. Accommodation shall also be allocated with due regard to the Service User’s needs and other requirements or constraints as requested by the Buyer.
  3. For exclusive use of Venues, the Buyer may wish to take over the Inventory and apply the room allocation themselves.

**Distribution of Required Items**

* 1. The Supplier shall distribute any items that the Buyer requires the Service Users to have, including but not limited to: Mobile Phones, Toiletry Bags, Bottled Water, Cleaning Materials, Laundry Packs, Food Packs/Test Kits and/or PPE. This shall be in addition to any materials included in the Welcome Pack, where a Welcome Pack is provided.

**Post Booking Site Visits, Inspections and/or an On-Site Daily Presence**

* 1. In addition to the free of charge pre-booking Site Visit detailed in 9.47, the Supplier shall conduct post booking Site Visits, either on an ad-hoc or ongoing basis, if required by the Buyer. As an example: the Site Visit may be required to check ongoing Venue suitability for families i.e. bedroom window locks are in place and remain intact, safety provisions i.e. fencing if near a main or busy road, correct amount of fully working fire extinguishers on display and accessible etc. The post booking Site Visits shall be chargeable under the Managed Service.
  2. Where required, the Supplier shall have dedicated on-site daily presence.

**Safeguarding, wellbeing observation and checks**

* 1. The Supplier shall take all reasonable steps to ensure that they are proactively monitoring Service Users with specific needs, or those who are at risk or displaying signs that they may be at risk.
  2. Where the Supplier does identify a Service User as being at risk or as having specific needs, this shall be referred to the appropriate Authority as set out in the Call Off Order.
  3. Where required, the Supplier shall ensure they have up to date safeguarding training and guidance for staff. Any further safeguarding requirements will be specified in the Call Off Order.
  4. Where required, the Supplier shall engage and liaise with the relevant Agencies and Authorities as specified in the Call Off Order to support the Welfare of Service Users. This may include but is not limited to attendance of multi-agency forums, consultation of Local Authorities, cooperation with case workers, engagement of probation Service Providers, working with Voluntary organisation, facilitating transfer of care of a Service User between Authorities, and using Buyer staff as a source of advice and guidance.

**Damages and Damages Claims**

* 1. In addition to the minimum Damages requirements set out in paragraphs 1.14-1.17 of the Specification, the Supplier shall provide a process for managing, and resolving, any damage claims, from the Venue Provider, arising following the use of that Accommodation Venue(s) and/or Gatherings/Events Venue(s) by the Service User(s). This to include, but not be limited to:
* The seeking of evidence (from the Venue Provider of the damage i.e. before and after photos)
* Investigating, and validating the claim
* Negotiating the damages claim with the Venue Provider on the Buyers behalf
* Liaising with the Buyer (on behalf of the Service User(s)) to understand, and represent their point of view to the Venue Provider
* Agreeing a rectification plan with the Venue Provider and Buyer (on behalf of the Service User(s))
* Managing the invoicing of the Buyer for any agreed funds due
  1. If requested by the Buyer at Call Off, a damage waiver fee model may be used, whereby the Buyer shall pay a regular fixed damage waiver fee to the Supplier, who shall use this to settle damages claims with the Venue Provider. In this case, any surplus damage waiver fee sums must be refunded to the Customer.
  2. For clarity the liability for any damages will lie with the Supplier if they are delivering Venue Management, or with the Buyer if the Supplier is delivering a Booking Service only.

**Complaints**

* 1. In addition to the minimum Complaints requirements set out in paragraphs 1.45 and 5.48 of the Specification, the Supplier shall signpost to Service Users the ways and means for the Service User to provide feedback or make a Complaint about the provided Venue and/or Accommodation and/or Gatherings/Events Ancillary Services, via the single point of contact managed by the Supplier.
  2. The Supplier shall, as and when necessary, demonstrate the process for providing feedback and making Complaints, to Service Users, in a manner and language that Service Users can understand.
  3. The Supplier shall manage the administration and referral of feedback and Complaints, as appropriate, in accordance with the Call Off Order.
  4. Where the Service Users give feedback or make Complaints to the Supplier on-site liaison or representative, the Supplier shall, unless varied within the Call Off Order provide the following:
* provide a single point of contact for the receipt of the referral from the Supplier, available 24 hours a day;
* record the feedback and Complaints referrals, including any cause, and any action taken by the Supplier in response to the feedback or Complaint;
* inform the Service User of the outcome of the action in response to the Complaint and any subsequent action to be taken;
* where the Complaint is a serious matter requiring Police or Buyer involvement, the Supplier shall notify the Buyer immediately on becoming aware of such an event.
  1. The Supplier shall record in an auditable manner the number and type of Complaints for which the Supplier can be held culpable.
  2. The Supplier shall, immediately upon becoming aware of a Complaint or request for support, report to the Buyer, and where appropriate the Police and/or other relevant Stakeholders, any matters that arise concerning:
  3. any Service User fraudulently claiming support;
  4. antisocial behaviour, suspicious or criminal behaviour, threatening behaviour or harassment;
  5. behaviour that may indicate that someone is involved in violent extremism, radicalisation or vulnerable to radicalisation;
  6. neglect, sexual harassment or exploitation; and/or domestic violence or the safeguarding of children and vulnerable adults.
  7. When the Supplier on-site liaison or representative, following discussion with the Service User or any third party, is unable to resolve a Complaint to the satisfaction of the relevant Service User, the Supplier shall refer the Complaint and the relevant Service User to the Buyer, or an Authority appointed by the Buyer, who shall advise the complainant and if necessary take up the Complaint on their behalf. The complainant is to be informed when such action is taken.
  8. Further detail regarding the required Complaints procedure shall be specified in the Call Off Order.

**Ancillary Service Management (b)**

* 1. Where required by the Buyer and specified in the call off order, the Supplier shall deliver Ancillary Services Management for the Buyer, for the relevant Accommodation and/or Gatherings/Events Ancillary Services booked under this Lot.
  2. The Supplier’s responsibilities for any applicable Accommodation and/or Gatherings/Events Ancillary Services shall include but are not limited to the following:
* integration, coordination and facilitation of and across the relevant services; for example, the Supplier shall ensure that the different contracted services are scheduled and align with each other such that all eligible Service Users may access all relevant services without any scheduling conflict, and
* Day to day operational management as required by the Buyer.
  1. The Buyer and Supplier should agree, at Call Off, the precise scope of the Managed Service provision for the relevant contracted optional Accommodation and/or Gatherings/Events Ancillary Services and given the particular contract requirements.

**Full Service Management (c)**

* 1. Where required by the Buyer and specified in the call off order, the Supplier shall fully manage the services, consisting of Venue Management and Ancillary Service Management services, as detailed in Section Three – Managed Services.

# **Digital and Reporting Requirements**

## **HEART, Management Information and Data**

* 1. If required, the Supplier must be willing to work with CCS and any Buyers to integrate data feeds to the HEART (HMG Emergency Accommodation Request Tool) and update this at a minimum frequency of once per day via an automatic feed.
  2. HEART (HMG Emergency Accommodation Request Tool) will be a digital platform used by CCS, our Buyers and our Suppliers to view, Source, and report on civilian and emergency Accommodation at pace. This will allow our Buyers and Suppliers to self-serve 24/7 to view their contracted Accommodation and related occupancy levels, as well as giving HMG better visibility of the cross-government estate.
  3. In the absence of HEART as a tool, the Supplier must offer to the Buyer access to a similar live portal to assist them in the inventory management of Accommodation Venues sourced by the Supplier on behalf of the Buyer, in order to help the Buyer optimise Venue occupancy and minimise wastage of empty rooms.

## **Management Information (MI)**

* 1. Monthly MI from the Supplier should include identifiers in the data to denote all special projects, clearly distinguishing for which Cohort or project the line item relates to. As a minimum, provide the following data in as near to “live” as agreed with the Authority:
* Venue Taxonomy
* Venue descriptives
* Venue “Rate Cards”
* Venue availability
* Venue Tariff / “Rack Rate”
* Request status
* Cohort Taxonomy
* Cohort habitation rule set
* Contractual Status
  1. The Authority reserves the right to amend these data requirements, subject to reasonable notice to the Supplier, to support the developing needs of HEART.

## **Communication protocols / interfaces**

* 1. General Data and Management Information provision, as well as that required to support HEART, may be through a number of channels, including, but not limited to:
* Application Programme Interfaces (APIs)
* Other (a)synchronous IT protocols; eg EDI, FTP, SFTP, XML
* Portal uploads
* Manual entry
* Report provision
  1. As part of Supplier on-boarding the format, type of protocol, data and frequency will be agreed with the Authority.

## **Reporting Requirements**

* 1. In addition to General Data, Management Information provision and data in support of HEART the Supplier shall operate and maintain appropriate systems, processes and records to ensure that it can, at all times, deliver (or otherwise make available) timely and accurate management information in support of the delivery of Accommodation and/or Gatherings/ Events Ancillary Services, in accordance with the Buyer’s requirements and the provisions of the relevant Call-Off Contract and this Schedule. For example, the Buyer may require information on the number of Security bookings made through their Call Off to help inform future strategy.
  2. The Supplier should have the capability to provide reporting to the Buyer on Civilians Booking directly via the Supplier (where permitted), and / or paying themselves for a particular Approved Programme or Event.
  3. Should CCS require commercial data (not personal data) to support activity that is in response to a Global or National Crisis, Emergency Event, Public Duty, including but not limited to pre-trip and post-trip, the Supplier shall provide this within a service level of no later than 4 hours. Failure to comply with this clause would result in a breach of contract.
  4. This commercial data shall include but is not limited to: average costs per Service User as a total, or separated out by service; geographical location/Venue name, number of bookings; and number of room nights booked.
  5. The Supplier should make the Buyer fully aware prior to entering into the Contract, the full terms and conditions of the Framework, including the above data requirement. Should the sharing of data between Government Departments, in a controlled manner, be of concern to the Buyer, then the Supplier should discuss whether the CCS Framework is the best route to market for that particular Event and/or discuss directly with the Authority.
  6. The Supplier shall notify CCS within 4 hours of any new request for Accommodation and/or Gatherings/Events Venue by a new Buyer, or an existing Buyer for a new Programme of work, or following the Suppliers decision to proactively offer support.

# **Additional Social Value Requirement**

* 1. If the Supplier is required to support the provision of travel, Accommodation or Venue services for cohorts of vulnerable civilians or refugees, and if asked to do so by the Buyer, the Supplier will work with Delivery Partners to create employment or training opportunities, where possible, for the Service Users under the care of the Buyer, as part of CCSs drive to bring Social Value into procurements.
  2. In addition, the Supplier should be suggesting ideas and opportunities to support Social Value as part of their Quarterly Framework Performance Reviews.

# **Payments and Invoicing Requirements**

* 1. The Supplier’s Booking Solution(s) and Services shall have the ability to support the payment options as directed by the Buyer to include, but not limited to:
* corporate payment cards, including virtual credit cards;
* invoice feeder files as a method of invoicing;
* billing to project and or cost centre codes;
* lodge cards / enhanced lodge card;
* consolidated invoice accounts, for example 10 or 30 days;
* individual and / or single bill back, for example not consolidated invoice; and
* payment on departure by Service User for Accommodation and/or Venue bookings. This may be using the Service User’s payment card details, and/or participation in an approved Undertaking To Repay (UTR) scheme.
  1. The Supplier shall work with the Buyer to implement card payment processes as required at no additional cost to the Buyer.
  2. For acceptance of payment by purchasing card, the Supplier, in line with the Payment Services Directive (PSD2) shall only surcharge the Buyer the direct cost borne as a result of the Buyer using the given means of payment. The Supplier shall not charge the Buyer any additional supplier merchant fees other than the appropriate fee as submitted within their pricing submission (which in turn shall be no more than the card provider’s published merchant fees), nor will it be entitled to charge a mark-up on such costs and/or fees.
  3. The Buyer reserves the right to request proof of the value of any such surcharges associated with payment by a purchasing card.
  4. The Supplier shall provide a full itemised breakdown of fees, e.g. booking fees, card surcharge fees, and any additional charges indicated on the Supplier’s invoice and the breakdown shall provide for any applicable VAT (or any other similar or equivalent taxes) payable in respect of those fees.
  5. If requested by the Buyer, the Supplier shall use their own card solution to facilitate all bookings that require prepayment.

## **Price Match**

* 1. The Supplier shall offer a Price Match process and guarantee on all fares and rates it supplies to the Buyer to assure them that the Pricing offers are the lowest cost options for Accommodation and/or Gatherings/Events Venues, and associated optional services. Part of the assurances that the Supplier should demonstrate is the saving made on the cost of the Venue with further breakdowns on savings made on food, beverage, laundry for example. The Supplier should also clearly state and demonstrate all added value items and/or services.
  2. Price Match fares or rates are those that are available to the general public online and/or where proof is given that an alternative Supplier can get it cheaper. This does not include fares or rates offered on membership only websites, reward programs, incentives, via a consolidator or fares or rates obtained via e-auctions, or sites requiring a code to access.
  3. A Price Match challenge needs to be flagged to the Supplier, by email, within 2 working hours of receiving the Supplier’s quoted fare or rate. If the Price Match request is valid the Supplier will need to provide the Price Match quote within 2 working hours.
  4. No additional transaction or amendment fees shall be applied when a Price Match is implemented.
  5. Price Match is only available for fully IATA/RDG/ATOC/ABTA (or equivalent) bonded distribution channels and only where the point of origin and the point of sale are the same country.
  6. Price Match shall not apply in situations where the Buyer has requested that Inventory channels and availability displays be limited to exclude the fares or rates being challenged under Price Match.
  7. Price Match shall not apply where the Buyer or Buyer representative has negotiated a rate programme where the lowest available rate is higher than the benchmark rate or fare quoted by the Buyer.
  8. The Supplier shall continuously look to enhance the Price Match process bringing ideas for improvement and increased benefits to the Supplier review meetings with CCS, including opportunities for innovations within the online booking tool to facilitate this.