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# LOT 2- UK- BOOKED NATIONAL AND INTERNATIONAL BUSINESS TRAVEL

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# Introduction and purpose of this Lot:

1. This Lot can be used by all Public Sector departments, including but not limited to Central Government, Wider Public and Third Sector organisations and Charitable Trusts. It is to cover Business Travel ONLY (i.e. travel by members of staff from those organisations).
2. Buyers using this Lot can choose from a range of services and can use some or all of the range of services offered by Suppliers. Customers are in no way obligated to use all services and there shall be no commitment by the Buyer to volumes or spend.
3. However, if requested by the Buyer, the Supplier is obliged to provide any of the deliverables, in line with the required minimum service level measures.
4. This Lot is for customers with a UK Point of Sale, booking both UK and International travel.

**This Lot can be used to access the following services:**

* Scheduled air travel (including Helicopters)
* Rail travel, (UK, Europe and International) plus travel via Eurostar
* Ground Transport - including but not limited to, both pre-booked and ad-hoc coaches, taxis and minibuses.
* Suppliers should note that there is a requirement to provide bookings for taxis for immediate use and non-emergency patient transport services, (NEPTS) for immediate use as well as pre-booked and regular scheduled ground transport services.
* Vehicle Hire- to include, but not limited to car, mini bus and van.
* Ferry travel plus travel via Eurotunnel
* Accommodation, including but not limited to:
  + Hotels
  + Bed and Breakfasts
  + Serviced apartments
* Currency/Visa/Passport Services

**Optional Services: (available to the Buyer)**

* Supporting Travel Management services including but not limited to:
* travel risk management web-based and mobile platforms
* travel data reporting tools
* duty of care tools including but not limited to: risk alerts, mobile trip booking, traveller tracking platform, mobile safety “check-in” facility
* parking services
* tools to influence more sustainable travel choices and CO2 reporting
* Implants
* Executive services

1. **Booking Solutions- see Mandatory Service requirements: RM6342 All Lots Specification, Section 5.**

# Air Travel

The Supplier shall ensure that both the Offline Booking Solution and Online Booking Solution shall have the functionality or process to provide air bookings, domestic and international, for the services detailed below:

* + 1. single, return and Multi-City Flights;
    2. upgrades and/or added value offers if allowed under the Buyer’s Travel/Expenses/Meeting Policy;
    3. group purchase tickets;
    4. pre-booking of seat reservations and other ancillaries’ services such as meals (subject to the carrier having the facility to display);
    5. special assistance for exceptional circumstances, for example escorted Travellers, an accompanied Traveller service requirement for visually impaired Travellers (offline only);
    6. the ability to exclude certain routes or airlines when requested by the Buyer;
    7. the ability to exclude air fares outside of the Buyers travel policy when requested by the Buyer;
    8. excess baggage of all types;
    9. baggage booking for low cost carriers; and
    10. charity fares and rates where the Buyer meets the airline's charitable criteria.

1. The Supplier shall ensure that all options for air travel offered are clearly displayed on the Online Booking Solution and/or explained to the Buyer via the Offline Booking Solution(s), prior to the booking. This shall include details of direct flights, or lower cost options with an overnight stay, or break in a journey and non-direct flight journey duration. The Supplier shall ensure that value for money alternatives are always displayed and/or discussed.
2. The Supplier shall ensure that the options provided to the Booker, through the Online Booking Solution or Offline Booking Solution, provide a comparison of the lowest fares available from each carrier in a format that allows the Booker to make best value for money decisions.
3. The Buyer recognises that on Multi-City Flights, there may be an opportunity to use ticketing techniques to reduce the overall price for the Buyer. The Supplier shall use its expertise to issue all Multi-City Flights in the most cost-effective way (considering the aggregate of both fee and fare).
4. The Supplier shall ensure that all Authority Public Sector Negotiated Programme air fares are loaded correctly and made available through the Online Booking Solution and Offline Booking Solution staff and that all fare options shall be presented, including as a minimum:

* Global Distribution System (GDS) or NDC (New Distribution Capability) fares for scheduled airlines and low-cost carriers (LCC - where provided by the LCC);
* web fares for all carriers (to be accessed via an API link where available at no extra cost to the Buyer); and non-flexible and flexible fare options.
* No restrictions to content available in the wider marketplace

1. The Supplier shall provide a flexible search facility for fares on the Online Booking Solution.
2. Where readily available in the industry, the Online Booking Solution and/or Offline process shall be able to exclude low cost carrier web fares which are either not flexible or flexible when requested by the Buyer. Where the carriers make this information available to the Supplier, the Supplier shall clearly display or communicate the number of available flight seats remaining for the specific flight being booked.

1. For air bookings, the Supplier shall ensure that Bookers and/or Travellers receive an instantaneous system generated confirmation/e-ticket by email or phone app as agreed with the Buyer once a booking has been confirmed, including as a minimum:
2. unique booking reference code;
3. ticket type (i.e. Economy/Premium Economy/Business/First) and cost;
4. Booker and Traveller name (as shown on passport);
5. journey details, including date, time of travel, carrier, flight number, terminal number and seat number where applicable;
6. terms and conditions associated with the ticket booked and any restrictions;
7. the Supplier’s contact telephone number during Core Working Hours and out of Core Working Hours if different;
8. the Supplier’s email address for contact during and out of Core Working Hours if different;
9. check-in information (e.g. when check-in opens, recommended time to allow for check-in);
10. baggage entitlement; and
11. breakdown of costs (e.g. flight cost, taxes, cabin baggage, excess baggage).
12. The Supplier shall ensure that passenger tracking is available such that in the case of an event which causes a major disruption to air travel, the Buyer may be advised of all affected Users, and the intended destination of these, under their Call Off.

# Rail Travel (including Eurostar)

1. The Supplier shall present all available rail fares in price order (lowest to highest), including as a minimum:
   * 1. advance purchase (singles and returns);
     2. flexible (single and returns);
     3. other cost-effective ticketing options. For example, offering two separate tickets for a single journey (i.e. split ticketing, where there is a break in the route) rather than purchasing one through ticket; and
     4. discounted fares for holders of any type of discounted rail cards.
2. The Supplier shall provide the facility for the Buyer to book via the online booking tool Eurostar tickets and other cross-border and non-UK rail tickets (where the technology exists) e.g. France, Germany, Italy and Spain, detailing all available fares and class of travel through the online booking solution, where technology exists. Where such technology does not exist, the supplier shall ensure an alternative offline booking facility shall meet this requirement.
3. The Supplier shall ensure that, for Eurostar tickets and other cross-border and non-UK rail tickets, the applicable booking fee is applied as per the Lot 2 Pricing Matrix. For example, where a cross border non-UK rail ticket is booked via the Air function of the Online Booking Solution, so that air and rail fares for the same journey may be compared, the Supplier shall ensure that the applicable Eurostar or non-UK rail ticket booking fee is applied, and not the Air booking fee.
4. The Supplier shall provide the facility to book UK rail season tickets, flexi-season tickets either online (where the technology exists) or offline.
5. The Supplier shall provide the facility for the Buyer to set a default rail ticket fulfilment option and for the Booker to select an alternative ticket fulfilment before a booking has been confirmed, including as a minimum:
6. e-ticket, mobile (phone application) ticket or self-print barcode, where available;
7. Ticket on Departure (TOD) from a nominated train station (either from a ticket office or a machine);
8. first or second-class post;
9. recorded or special delivery (signed-for delivery);
10. courier delivery;
11. in-house ticket printing facilities (where applicable); and
12. Smartcard or equivalent where support and/or technology exists.
13. For rail bookings, the Supplier shall ensure that Bookers and/or Travellers receive a system-generated confirmation/e-ticket by email or phone app as agreed with the Buyer once a booking has been confirmed, including as a minimum:
14. unique booking reference code;
15. unique reference code to enable tickets to be printed and or collected prior to departure;
16. ticket type (i.e.Single/ Advance/Off-Peak) and cost;
17. Booker and Traveller name;
18. journey details, including, but not limited to, date, time of departure and arrival, departure station, arrival station, rail service provider and seat number (if a seat has been reserved) for all segments of the journey;
19. terms and conditions associated with the ticket booked and any restrictions;
20. information on how to make cancellations, exchanges and amendments;
21. the Supplier’s contact telephone number during Core Working Hours and out of Core Working Hours if different; and
22. the Supplier’s email address for contact during Core Working Hours and out of Core Working Hours if different.
23. The Supplier shall provide the facility for the Booker to make rail seat reservations within the booking process whenever the seat reservations are available to be booked in advance.
24. Where Travellers have specific accessibility requirements the Supplier shall ensure that this is clearly communicated to the rail service provider and any adaptations, such as ramp provision at stations or escorted access are confirmed in writing to the Booker and the Traveller as part of the confirmation. If the adaptations delivered are not suitable, or not provided at the time of travel, the Supplier shall offer alternate solutions. Such events shall be captured in the Complaints Procedure by the Supplier when they become aware and the Supplier shall take up with the rail service provider, updating the Buyer (and the Authority) each quarter.
25. The Supplier shall ensure that the search results displayed on the Online Booking Solution or communicated via the Offline Booking Solution provide a comparison of the lowest fares available for each rail service provider in a format that allows the Booker to make best value for money decisions.
26. The Supplier shall provide the facility for the Buyer to make Transport for London, (TfL), and rail warrant bookings. In addition, the Supplier shall provide a facility to book a rail ticket that includes underground travel, including but not limited to London Underground and other Metro systems.
27. The Supplier shall provide a facility for the provision of Oyster cards and/or rail smartcards, (including those that may be introduced at a future date), and the facility to ‘top up’ Oyster cards by registering the card on the Supplier's website or through a link to the TfL/ providers website to allow the ‘top up’ to be billed back to the Buyer. If requested by the Buyer, the Supplier shall allow smartcards UK rail fulfilment through the Online Booking Solution and Offline Booking Solution.
28. The Supplier shall provide a facility for the Online Booking System to store railcard (including those that may be introduced at a future date) details on user profiles, and apply the relevant discount.
29. At the time of booking, the Supplier shall provide details of any fees for delivery / collection of tickets. This information shall be clearly visible to allow the Booker to choose the lowest cost option.
30. Where the Buyer does not tailor its rail ticketing option the Online Booking Solution shall default to the lowest cost ticketing option automatically, including free of charge options at the time of booking.
31. The Supplier shall provide a split ticketing functionality when booking rail tickets online to book cheaper fares. The split ticketing option shall be the default booking option where a saving and/or commercial benefit can be made over standard or advanced tickets, and any restrictions or limitations of the split ticketing option shall be made clear to the Booker prior to booking. Split ticketing options are expected to be part of the standard functionality of both online and offline service offerings for the booking of UK rail tickets.

# Ground Transportation:

1. The Supplier shall provide a service (including an Online Booking Solution, where the technology permits) to book all types of Ground Transportation. This includes, either for use by individuals or by groups on an ad hoc or regular / scheduled basis.

Services to be provided should include but not be limited to:

1. vehicle hire without driver, see section 7.39.
2. ad-hoc coach, minibus, or other road vehicle service, with driver;
3. regular bus, coach or other road vehicle service, with driver, including but not limited to the provision of rail replacement bus services;
4. bulk booking of bus tickets
5. booking of tickets for any regular or scheduled intercity coach service
6. taxis / minicabs / chauffeured cars; and
7. Non-Emergency Patient Transport Service (NEPTS) with driver
8. As part of the Buyers’ Call Off Order, Suppliers may be required to liaise with Providers to accommodate special requests / requirements, these may include, but are not limited to:
9. Accessible vehicles and associated accessibility aids; e.g. ramps
10. Other vehicle specifications; e.g. number of seats, type of seat belts, emissions standards
11. Additional security / security requirements during journeys
12. Vetting of drivers / Provision of Certificates of Initial Fitness
13. Ad hoc vehicle inspections
14. Unless otherwise specified by the Buyer in the Order Form, vehicles Sourced by the Supplier should conform to the Government Buying Standards for Vehicles:

<https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-transport-vehicles>

# Taxis / Minicabs

1. The Supplier shall provide a service where requested for the Buyer to make minicab car/ taxi/ chauffeured car bookings for a single Traveller or multiple Travellers and/or Delegates using either the Online Booking Solution and/or Offline Booking Solution. The Supplier shall notify the Booker where there are Taxi-sharing opportunities at the time of booking to assist with best value for money decisions. The process will be in accordance with the Buyer’s requirements and agreed with the Buyer during the Implementation Period in accordance with Call-Off Schedule 13 (Implementation Plan and Testing)
2. Minicab/ taxi/ chauffeured car bookings may include both ad hoc requirements for immediate use and for pre-booked trips and the Supplier is to ensure that in either case suitable SLAs are in place with the Service Provider to ensure the Supplier’s SLAs are adhered to. The Supplier is also to include any such minicab/ taxi/ chauffeured car bookings within their existing reimbursement / payment systems and processes such that the Traveller does not have to pay the Service Provider directly.
3. If requested by the Buyer, the Supplier shall provide the Buyer with a quarterly report (or another frequency agreed with the Buyer) of the taxi/ minicab/ chauffeured car provider’s performance against the Supplier’s SLAs. The Buyer reserves the right to request the Supplier to change their provider if the taxi/ minicab/ chauffeured car provider misses the Supplier’s required SLAs for two consecutive periods.

# Regular Vehicle Provision

1. The Supplier shall provide the facility for a Buyer to contract a regular Ground Transportation service either with or without a driver for a period of time to be agreed between the Buyer and the transportation Service Provider. This could be for purposes including but not limited to: a rail replacement bus service, shuttle service, Non-Emergency Patient Transport Service to hospitals or prisoner transport.
2. Where the requirement is for coaches/minibuses/Non-Emergency Patient Transport Service (NEPTS), these may be provided, as detailed in the Buyers Call Off Order either with, or without, appropriately qualified and insured drivers. If the request is for “with a driver”, the Supplier must ensure that drivers provided are fully qualified, insured and licensed. If the request is for “without a driver” the Supplier is to liaise with the Buyer to ensure that their nominated driver is suitably qualified, insured and licensed, to drive the requested vehicle. If the Buyer is unable to provide this information in a timely manner the Supplier must book the vehicle “with a driver”.
3. Where the Buyer requests a regular / recurring booking; e.g. rail replacement bus service; scheduled school /hospital services, the Supplier shall first develop a suitable proposal drawn from qualified Providers and/ or the Buyer's nominated vehicle hire services framework provider (as notified to the Supplier), and shall liaise with any such Service Provider to provide an efficient, value for money service to the Buyer. The Supplier is not to place the order until the proposal has been accepted by the Buyer.

# Vehicle Hire:

1. Where requested by the Buyer, the Supplier shall provide a service for the Buyer to make vehicle hire bookings using either the Online Booking Solution and/or Offline Booking Solution.
2. Where requested by the Buyer, the Supplier shall place any vehicle hire booking requirements under the relevant Call-Off Contract with the Buyer's nominated vehicle hire services framework provider (as notified to the Supplier), and shall liaise with any such provider to provide an efficient, value for money service to the Buyer.
3. In instances where there is inadequate service provision by the Buyer’s nominated vehicle hire provider, including but not limited to a lack of available vehicles, the Supplier shall do everything possible to Source alternative value for money providers if requested by the Buyer.

# Mobility as a Service (MaaS)

1. The provision of a full end to end MaaS solution is outside the scope of this agreement, however when requested by the Buyer, the Supplier shall participate in the Buyer’s Mobility as a Service (MaaS) programme, for example via the provision of a Buyer’s rail usage data, with the Buyer’s permission, to a third-party car hire company. The Buyer’s requirements will be specified and agreed as part of the Call-Off Contract, based on available market technology at the time.
2. Please note that Suppliers should increase their MaaS capabilities in line with emerging technology and market demand.

# Ferry Services including Eurotunnel:

1. The Supplier shall provide the facility for the Buyer to book all ferry ticket types for domestic and international scheduled services online and offline. Suppliers shall not restrict access to all fares.
2. The Supplier shall provide an Online Booking Solution and Offline Booking Solution service to book passenger vehicles on the Eurotunnel Le Shuttle.
3. For Ferry Services, including Eurotunnel, the Supplier shall ensure that Bookers and/or Travellers receive a system-generated confirmation and/or, where possible, an e-ticket by email or phone app as agreed with the Buyer once a booking has been confirmed, including as a minimum:
4. unique booking reference code;
5. unique reference code to enable tickets to be printed and or collected prior to departure;
6. Booker and Traveller name;
7. journey details, including, but not limited to, date, time of departure and arrival, terms and conditions associated with the ticket booked and any restrictions;
8. information on how to make cancellations, exchanges and amendments;
9. the Supplier’s contact telephone number during Core Working Hours and out of Core Working Hours if different; and
10. the Supplier’s email address for contact during Core Working Hours and out of Core Working Hours if different.

# Accommodation:

1. The Supplier shall ensure that the Online Booking Solution and Offline Booking Solution(s) for Accommodation bookings shall clearly display and communicate (if offline) full and complete details of the services listed below (where applicable):
2. Accommodation room descriptions / specifications / amenities (e.g. safe, hairdryer, bath, shower);
3. rate inclusions / exclusions (e.g. breakfast, evening meal, local tax, Wi-Fi);
4. Accommodation facilities (e.g. gym, parking, restaurant);
5. Accommodation location (e.g. distance from local transport / nearest station);
6. accessibility and any access restrictions;
7. Accommodation cancellation policy terms and conditions of the booking; and
8. electric vehicle charging points and other environmentally sustainable options provided by the Venue.
9. The Supplier shall ensure that Accommodation providers make the booked Accommodation available to Travellers and/or Delegates who may be arriving late in the evening or at night, and shall not reallocate the booked Accommodation to any other customer. The Supplier shall ensure that confirmations in writing clearly make this point to the Accommodation provider. If Travellers and/or Delegates are ‘booked out’ and made to stay at other Accommodation providers, this event is to be captured in the Complaints Procedure 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 Buyer.
10. The Supplier shall provide the Booker(s)/Traveller(s) with the ability to detail where applicable special requirements (e.g. allergies/dietary needs) on the Online Booking Solution to enable ease of travel.
11. The Supplier must have the facility to exclude certain Accommodation providers, as defined by the Buyer, to ensure they are not visible to the online Booker, nor made available to book by the booking agent if offline. This shall be requested on an ad-hoc basis and must be dealt with immediately at no extra cost.
12. Within the Offline Booking Solution, the Buyer may need to make a request for information about the hotel e.g. if there are height restrictions in hotel car parks, quiet areas in car parks for dogs to sleep in vans and 24-hour check-in. The Supplier will promptly confirm all such information.
13. For Accommodation bookings, the Supplier shall ensure that Bookers and/or Travellers receive an immediate confirmation by email, fax or phone app as agreed with the Buyer, once a booking has been confirmed, including as a minimum (but not limited to):
14. unique booking reference code;
15. Booker email address;
16. Traveller name;
17. Accommodation name and address including postcode;
18. map view;
19. date and duration of stay;
20. breakdown of costs (e.g. room rate, taxes);
21. amenities included / not included in the room rate (e.g. Wi-Fi, breakfast);
22. payment method, for example payment on departure, bill back and or payment card;
23. cancellation and amendments terms and conditions including the latest cancellation date and time to avoid all charges;
24. information on how to make cancellations and amendments; and
25. the Supplier’s contact telephone number during Core Working Hours and out of Core Working Hours telephone number (if different).
26. The Supplier should also provide a facility for booking confirmation emails to be sent to additional email addresses (e.g. the Booker’s line manager).
27. For all Accommodation bookings the Supplier shall provide a process to reduce the number of instances of Service Users arriving at the Accommodation and being informed that the bill back is not adequately set up. This may include but not limited to providing a faxed or emailed confirmation to the Traveller to be presented to the Accommodation provider on arrival.
28. The Supplier shall ensure that there is an offline facility to service the Buyer requirements for any larger group bookings that cannot be booked online.
29. The Supplier shall have specialist points of contact for group bookings. If there is a need to transfer a call between non-group and group specialists, this must take place without the Booker being asked to re-dial.
30. The Supplier shall provide a facility as part of the Offline Booking Solution to contact Third Party Providers to fulfil specific requirements for example, staff travelling with working dogs.
31. The Supplier’s Booking Solution shall be able to service the Buyer’s requirements for “long stay” bookings and Accommodation for ‘exclusive use’. A “long stay booking” is a booking for Travellers and/or Delegates staying more than nine (9) consecutive nights in the same Accommodation.
32. For certain pre-planned events requiring Accommodation requests from multiple Buyer organisations, the Authority may require the Supplier to coordinate requests with The Authority's support, to avoid Buyers competing for room Inventory unnecessarily. The Authority may also request reports on such events on the number of bookings made.

# Optional Services: (available to the Buyer)

# Security and Travel Risk Management Services:

1. During the lifetime of the Framework Contract, and/or if a Buyer requests, it may be necessary for the Supplier to Source and subcontract, the provision of Travel Risk Management Services that include, but are not limited to:
2. country risk assessments;
3. cyber-security risk management and awareness training for Travellers;
4. mobile GPS tracking;
5. 2-way mobile safety messaging with travellers;
6. bespoke hotel / airline risk assessments;
7. 24-hour crisis response centre support;
8. MEDEVAC services;
9. close protection services;
10. ground security / asset protection; and
11. meetings and events / Venue safety and security measures etc.
12. Where required under the relevant Call-Off Contract, the Supplier is permitted to subcontract these services to a third party, passing the agreed price for such services with such third party back to the relevant department at the 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.
13. Where pricing details for crisis management services and/or security and risk management Services are either:
14. not agreed and set out in the relevant Call-Off Contract; or
15. are deemed by the Buyer to not represent value for money, then the Buyer is not obliged to call off any Travel Risk Management Services from the Supplier and may procure those services via another provider/procurement route if required.

# Parking Services:

1. Where it is possible to make third-party bookings with end providers, the Supplier shall provide the facility to book:
2. parking requirements at airports, railway stations and ferry ports;
3. parking by an attendant; and
4. an airport, railway station or ferry port “meet and greet” service.
5. The Supplier shall provide detailed booking information including, but not limited to, directions and contact details for each car park reservation.

# Implants:

1. If requested by the Buyer, the Supplier shall provide in-house travel Implants to deliver all aspects in scope of the Buyer's travel, or Additional Services, requirements.
2. The travel service delivered must adhere to the service standard (<https://www.gov.uk/service-manual/service-standard>), and pass the necessary assessments for internal travel services.

# Executive Services

1. The Supplier shall provide a dedicated offline team for Ministerial and Executive Services.complex
2. Supplier Staff handling these bookings shall have a minimum of SC level security clearance with costs to be borne by the Supplier.
3. The Buyer shall provide the Supplier with an updated report by the 15th of each Month for the duration of this Call-Off Contract, to confirm the names of all Bookers and Travellers who are permitted to use the Executive Service(s).
4. The Executive Service(s) shall include, but not be limited to, the following:
5. provision of a team who shall deliver Executive Service(s) to the Bookers and travellers. The Supplier team members shall have the appropriate skills and experience, as required by the Buyer;
6. provision of personal consultation service to discuss complex itineraries, as required by both the booking personnel and the named Traveller;
7. provision of a dedicated telephone number that allows the booking personnel to bypass the Offline Booking Solution(s) business as usual queue. The Supplier shall ensure that this dedicated telephone number, which must be accessible from UK landlines, mobile telephones and overseas, via a UK dialling code is available during Core Working Hours. The calls to this number will cost no more than calls to numbers beginning with 01, 02 or 03;
8. provision of an out of Core Working Hours support for the booking personnel and the named Traveller by ensuring their out of Core Working Hours team are advised of any Executive Service(s) trips taking place during a particular period of time;
9. provision of dedicated email access for the named booking personnel;
10. ensuring frequent profile accuracy checks with named booking personnel and ensuring named Traveller entitlements are captured (for example, senior citizen railcards);
11. the Supplier fulfilling last minute travel booking requirements, where there is availability, and sometimes within an hour prior to departure (subject to airline regulations);
12. ensuring all Accommodation, air, rail and Eurostar reservations are checked for accuracy and are inclusive of appropriate discount card details (excluding those that are for the collection of points for personal use) for the named Traveller; and
13. the Supplier making personal checks with Accommodation Venue providers to ensure that bookings have been made and that all special requests for the named Traveller have been processed.

# 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.
4. Management Information (MI): 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:
5. Venue Taxonomy
6. Venue descriptives
7. Venue “Rate Cards”
8. Venue availability
9. Venue Tariff / “Rack Rate”
10. Request status
11. Cohort Taxonomy
12. Cohort habitation rule set
13. Contractual Status
14. 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:
2. Application Programme Interfaces (APIs)
3. Other (a)synchronous IT protocols; eg EDI, FTP, SFTP, XML
4. Portal uploads
5. Manual entry
6. Report provision
7. 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 Deliverables, in accordance with the Buyer’s requirements and the provisions of the relevant Call-Off Contract and this Schedule.
2. The Supplier should have the capability to provide reporting to the Buyer on Civilians Booking directly via Suppliers Online and / or Offline channels, 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; 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.