1. **LOT 1 - UK and OVERSEAS-BOOKED BUSINESS TRAVEL, APPROVED CIVILIAN PROGRAMMES AND EMERGENCY RESPONSE SOLUTIONS**

# **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. Service Users of this Lot can be any person authorised by the Buyer, including but not limited to Civilians of British and/or Foreign Nationality, providing they have the permission of the Buyer.
  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. Buyers 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 agreement measurements.
  4. The broad range of services covered by Lot 1 are:
     1. All Business Travel, Accommodation and Venue Find Services from UK and/or overseas Points of Sale
     2. Travel, Accommodation and Venue Find Services for any/all Approved Civilian Programmes, for UK and/or Foreign Nationals, where the Buyer has a recognised responsibility and/or care for such Service User cohorts, and is using their call off contract to make and facilitate the bookings. This service provision can come either with or without additional Accommodation and/or Gatherings/Events Ancillary Services, including but not limited to welfare support and security services, as either booked or wholly Supplier-managed services, as agreed with the Buyer
        1. Accommodation and/or Gatherings/Events Ancillary Services can include, but not be limited to, the provision of staff located on-site at a contracted Venue to facilitate the operational delivery of a Civilian Accommodation programme or Event (e.g. to supply and/or administer PPE/Test Kits, signpost Service Users to education, health, faith and belief or employment services, or supply translation services or on-site security, if required by the Buyer)
     3. Crisis Response Travel or Accommodation, including all unplanned events and emergencies, either for Staff or Contractors (including Duty Travel) or for UK and/or Foreign Nationals booked via a Buyer’s Call Off Contract.
  5. The above areas of service provision covered in Paragraph 6.4 could also be provided to the Ministry of Defence (MOD), who could be a potential Buyer of this Lot and whose specific requirements are covered in the section labelled **Specialist Needs - Ministry of Defence (MOD)** within the specifications for this Lot.
  6. Travel services for this Lot should include as an absolute minimum, all standard commercial air, rail, maritime and ground transportation providers, but should also include the provision for the chartering or wet-lease of aircraft from relevant chartering or airframe leasing providers. The sourcing of chartering services should also be available for maritime and/or ground transportation or Accommodation provision (eg. berthed and/or anchored vessels), potentially for large groups of people, exclusive and/or shared use, at the Buyer’s request.
  7. Suppliers on this Lot are required to provide the facility to book all Travel and Accommodation from overseas Points of Sale as well as from UK Points of Sale, if requested by the Buyer. Buyers can use this Lot if they have travellers just based in the UK, just based overseas or based both overseas as well as in the UK.
  8. Suppliers on this Lot shall provide any Travel, Accommodation, Venue Find and Ancillary Services for any Cohort of Service Users, including but not limited to HMG Employed Personnel, Rough Sleepers, Refugees (for example, from conflict or natural disaster zones such as Ukraine, Afghanistan, Syria or Sudan), Asylum Seekers, Evacuees, Victims of Abuse, Victims of Storm or Flood Damage, Key Workers, Prisoners, Patients, Troops and Military Personnel, to name just a few. Providing that the Buyer authorises the use of their Call Off Contract, then there are no restrictions at all to the type of Service User cohort, whether the Buyer is paying the full costs, part costs or whether the Buyer wants to charge the Service Users e.g. repatriations of UK and/or Foreign Nationals, where such Service Users may be required to contribute to their repatriation costs.
  9. Suppliers on this Lot, if requested by the Buyer, are required to provide Accommodation and/or Gatherings/Events Ancillary Services, either as a booked service or as a comprehensive Managed Service for any Approved Civilian Programme, Crisis or Emergency Response Activity undertaken by the Buyer for either the Buyer’s own Staff and Contractors, or Civilians (including Refugees) from either the UK and/or Overseas, for whom the Buyer has a recognised responsibility and/or care.
  10. The successful Suppliers awarded to this Lot can subcontract to Key Subcontractors in order to provide a Buyer with a One Stop Shop service for an Approved Civilian Programme, an unplanned event, Emergency / Crisis Response situation. It should be noted however, that the Supplier shall be responsible for the provision of all Deliverables required under this Framework Contract. Whilst Key subcontractors are permissible, the Supplier must have (and be ready to show the Buyer and/or Authority) a robust governance methodology in place to manage its supply chain effectively.
  11. This Lot is structured, for clarity, in three parts, when bidding Suppliers MUST include solutions that cover ALL three parts in their entirety:
      1. PART A: UK and OVERSEAS-BOOKED CORE BUSINESS TRAVEL, ACCOMMODATION and VENUE FIND. (Page 4)
      2. PART B: ACCOMMODATION AND VENUES FOR APPROVED CIVILIAN PROGRAMMES (Page 43)
      3. PART C: CRISIS, UNPLANNED EVENTS AND EMERGENCY RESPONSE SOLUTIONS (Page 65)

# **Lot 1 Part A : UK and OVERSEAS-BOOKED CORE BUSINESS TRAVEL, ACCOMMODATION and VENUE FIND**

# **Core Services**

* 1. This Lot can be used to access the following services:
     1. Air travel (including Helicopters) via Private Charters and / or Scheduled Services
     2. Rail travel (UK, Europe and International) plus travel via Eurostar
     3. Ground Transport - including, but not limited to, both pre-booked and ad-hoc coaches, taxis and minibuses with a driver.
        1. Suppliers should note that there is a requirement to provide bookings for taxis for immediate use and Non-Emergency Patient Transport Service (NEPTS) transportation as well as pre-booked and regular scheduled ground transport services.
     4. Vehicle Hire (without a driver) to include, but not limited to car, mini bus and van.
     5. Ferry travel plus travel via Eurotunnel
     6. Accommodation (with/without food and/or beverage), including but not limited to:
        1. Hotels
        2. Bed and Breakfasts
        3. Serviced Apartments
     7. Venue-find and supporting Venue Provided Services for Events, including but not limited to meetings, incentives, conferences, interviews and training courses, either as in-person Events or via virtual, digital or hybrid channels.
     8. Travel for Events, including Group air bookings
     9. Currency/Visa/Passport Services

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

* 1. In addition, if requested by the Buyer, the Supplier shall provide the following services and ensure that specific Buyer requirements are set out or referred to in the relevant Order Form:
     1. Booking Solutions that include Overseas Points of Sale
     2. Executive Services
     3. Implants
     4. Chartered travel services via air, rail, road vehicle or vessel/boat
     5. Parking services
     6. Supporting web-based Travel Management Services including but not limited to:
        1. bespoke travel data reporting
        2. travel risk management web-based and mobile platforms
        3. other travel risk management tools including but not limited to: risk alerts, mobile trip booking, traveller tracking platform, mobile safety “check-in” facility
     7. Other reasonable services, as requested by the Buyer in order to complete and deliver the Buyer’s full specification of requirements

# **Air Travel**

* 1. 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/Events/Expenses Policy;
     3. group purchase tickets (offline only);
     4. pre-booking of seat reservations and other ancillary services such as meals (subject to the carrier having the facility to display);
     5. special assistance for exceptional circumstances, for example escorted Travellers, unaccompanied minors or 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 Buyer’s 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.
  2. The Supplier shall ensure that all options for air travel offered are clearly displayed on the Online Booking Solution and/or explained to the Booker 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.
  3. 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.
  4. 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).
  5. 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:
     1. Global Distribution System (GDS) or NDC (New Distribution Capability) fares for scheduled airlines and low cost carriers (where provided by the LCC);
     2. 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;
     3. No restrictions to content available in the wider marketplace
  6. The Supplier shall provide a flexible search facility for fares on the Online Booking Solution.
  7. 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.
  8. For air bookings, the Supplier shall ensure that Bookers and/or Travellers receive an immediate 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:
     1. unique booking reference code;
     2. ticket type (i.e. Economy/Premium Economy/Business/First) and cost;
     3. Booker and Traveller name (as shown on passport);
     4. journey details, including date, time of travel, carrier, flight number, terminal number and seat number where applicable;
     5. terms and conditions associated with the ticket booked and any restrictions;
     6. information on how to make cancellations, exchanges and amendments;
     7. information on accessibility arrangements, such as provision of ramp access at stations, where relevant or restrictions;
     8. the Supplier’s contact telephone number during Core Working Hours and out of Core Working Hours if different;
     9. the Supplier’s email address for contact during and out of Core Working Hours if different;
     10. check-in information (e.g. when check-in opens, recommended time to allow for check-in);
     11. baggage entitlement; and
     12. breakdown of costs (e.g. flight cost, taxes, cabin baggage, excess baggage).
     13. 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 the 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 1 pricing matrix submitted by the Supplier. 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:
     1. e-ticket, mobile (phone application) ticket or self-print barcodes, where available;
     2. Ticket On Departure (TOD) from a nominated train station (either from a ticket office or a machine);
     3. first or second class post;
     4. recorded or special delivery (signed-for delivery);
     5. courier delivery;
     6. in-house ticket printing facilities (where applicable); and
     7. Smartcard or equivalent where support and/or technology exists.
  6. For rail bookings, the Supplier shall ensure that Bookers and/or Travellers receive a
  7. 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:
     1. unique booking reference code;
     2. unique reference code to enable tickets to be printed and or collected prior to departure;
     3. ticket type (i.e. Advance/Off-Peak) and cost;
     4. Booker and Traveller name;
     5. 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;
     6. terms and conditions associated with the ticket booked and any restrictions;
     7. information on how to make cancellations, exchanges and amendments;
     8. the Supplier’s contact telephone number during Core Working Hours and out of Core Working Hours if different; and
     9. the Supplier’s email address for contact during Core Working Hours and out of Core Working Hours if different.
  8. The Supplier shall provide the facility for the Booker to make rail seat reservations within the booking process wherever and whenever the seat reservations are available to be booked in advance.
  9. 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 alternative 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 CCS) each quarter.
  10. 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.
  11. 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.
  12. 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/provider’s 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.
  13. 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.
  14. 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.
  15. 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.
  16. 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. Service Users may include any Cohort including, but not limited to, Business Users, Civilians, Patients, Prisoners or Military Personnel.
  2. Services to be provided should include but not be limited to:
     1. vehicle hire without driver;
     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
  3. 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:
     1. accessible vehicles and associated accessibility aids; eg ramps
     2. other vehicle specifications; eg number of seats, type of seat belts, emissions standards
     3. additional security / security requirements during journeys
     4. vetting of drivers / Provision of Certificates of Initial Fitness
     5. ad hoc vehicle inspections
  4. Unless otherwise specified by the Buyer in the Order Form, vehicles sourced by the Supplier should conform to the Government Buying Standards for Vehicles:
     1. <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. The Supplier is to ensure that in either case, suitable SLAs are in place with the Service Provider to ensure that the Buyer’s requirements are consistently met. 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 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; eg 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 (Without Driver)**

* 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 all 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:
     1. unique booking reference code;
     2. unique reference code to enable tickets to be printed and or collected prior to departure;
     3. Booker and Traveller name;
     4. journey details, including, but not limited to, date, time of departure and arrival,terms and conditions associated with the ticket booked and any restrictions;
     5. information on how to make cancellations, exchanges and amendments;
     6. the Supplier’s contact telephone number during Core Working Hours and out of Core Working Hours if different; and
     7. 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):
     1. Accommodation room descriptions / specifications / amenities (e.g. safe, hairdryer, bath, shower);
     2. rate inclusions / exclusions (e.g. breakfast, evening meal, local tax, Wi-Fi);
     3. Accommodation facilities (e.g. gym, parking, restaurant);
     4. Accommodation location (e.g. distance from local transport / nearest station);
     5. accessibility and any access restrictions;
     6. Accommodation cancellation policy terms and conditions of the booking; and
     7. electric vehicle charging points and other environmentally sustainable options provided by the Venue.
  2. 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.
  3. 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.
  4. 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.
  5. 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.
  6. 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):
     1. unique booking reference code;
     2. Booker email address;
     3. Traveller name;
     4. Accommodation name and address including postcode;
     5. map view;
     6. date and duration of stay;
     7. breakdown of costs (e.g. room rate, taxes);
     8. amenities included / not included in the room rate (e.g. Wi-Fi, breakfast);
     9. payment method, for example payment on departure, bill back and or payment card;
     10. cancellation and amendments terms and conditions including the latest cancellation date and time to avoid all charges;
     11. information on how to make cancellations and amendments; and
     12. the Supplier’s contact telephone number during Core Working Hours and out of Core Working Hours telephone number (if different).
  7. The Supplier should also provide a facility for booking confirmation emails to be sent to additional email addresses (eg. the Booker’s line manager).
  8. 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.
  9. 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.
  10. 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.
  11. 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.
  12. 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.
  13. 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.

# **Venue Find Services – Including Virtual/Digital and Hybrid Meetings**

* 1. Venue Find is a term that means to find a Venue to hold and host Events. A Venue could include and not be limited to a physical building, a vessel, a marquee or similar. Events include but are not limited to a meeting, conference, event, exhibition, interview, training, either on a residential or non-residential basis throughout the United Kingdom and overseas and can be either face to face, virtual, digital, hybrid etc.
  2. The Supplier shall provide a comprehensive and cost effective Venue Find Service to meet the Buyer’s full specification of requirements for an Events(s) (definition for Events used throughout this specification meaning and not limited to a meeting, conference, event, exhibition, interview, training, either on a residential or non-residential basis throughout the United Kingdom and overseas and can be either face to face, virtual, digital, hybrid etc.) This service is available to any Buyer for authorised Business Users, which include but are not limited to: a Buyer’s own staff or contractors, Troops, guests and VIPs with the authorisation of the Buyer, for attendance at a given Event. This includes the booking of Venues for exclusive use and Group Bookings, for Business Users.
  3. For all Events regardless of whether face to face, virtual / digital and / or hybrid, the Supplier shall provide a minimum of 3 value for money and innovative options, where available, clearly highlighting the saving and value-added benefits that they have made through negotiation, along with a recommendation to assist the Buyers decision.
  4. If possible, the Supplier shall be able to flex their delivery approach to support Buyers’ changes to plans to make best use of these different Event types. i.e. from fully face to face, to hybrid (as was needed during Covid19), to fully embrace both planned and unplanned change.
  5. The Supplier shall deliver the Venue Find Services using the following mandatory three tier approach:
     1. **Tier 1:** The Shared Facilities Register (SFR), or any emerging alternative solutions / technology for this, shall always be the first consideration for fulfilling all Venue Finding requirements from the Buyer, where available. If a suitable Venue is identified, either by the Supplier or the Buyer directly, then the Supplier shall seek confirmation of suitability before booking the Venue and sending a confirmation to the Booker via email. It is expected that Suppliers shall be able to integrate any emerging solutions across the government estate into their existing Tier 1 processes.
     2. The Supplier shall ensure that their list of Tier 1 Venues is kept fully up to date and made available to Bookers, to provide the best free of charge opportunities to the Buyer at all times. 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 shall not be assumed that Buyers outside [Central Government departments](https://www.gov.uk/government/organisations) would be permitted to use these facilities.
     3. **Tier 2:** In the event that the Buyer’s requirement cannot be fulfilled from Tier 1 and there is a robust audit trail to confirm this, then the Supplier’s second consideration shall be the paid government estate or reduced/discounted estate and the voluntary and community sector, for example, but not limited to:
        1. Queen Elizabeth II Conference Centre;
        2. Government departmental training centres
        3. University post graduate centres
        4. Local Government town halls, community centres, etc.; and / or
        5. Voluntary and community sector providers of Events space
     4. **Tier 3**: In the event that the Buyer’s requirement cannot be fulfilled from Tier 1 or Tier 2, then the third consideration shall be the paid commercial providers, for example, but not limited to:
        1. Meeting, exhibition and Events Venues;
        2. Hotels; or conference and meeting Centres
        3. All other commercial Venues, including but not limited to marquees or buildings in Parks, resorts, sites etc
  6. Volume data is included in pricing, which outlines the historical split of bookings between the three Tiers.
  7. We expect our Suppliers to add value, benefits or cost/ efficiency savings to Venue Find Services bookings. To support this aim we expect Suppliers to establish their own standard set of terms and conditions with their providers, for our CCS customers’ Venue bookings, called “CCS Preferred Venue Standard Terms and Conditions”. Our expectation is that these terms and conditions will include more preferential terms, i.e. cancellation terms, which are more favourable, include greater value-added benefits including discounts, as well as provide greater efficiency as the Buyer is more familiar with these standard set of terms for each booking. The Supplier shall work with their Venue Providers (including virtual/digital and hybrid meeting providers) to ensure that they accept and comply with these standard set of terms which the Supplier establishes. Where the Venue will not comply with the Supplier’s CCS Preferred Venue Standard Terms and Conditions, the Supplier shall advise the Booker and provide a copy of the Venue’s terms and conditions(including virtual/digital and hybrid meeting providers), highlighting any potential risk, prior to the booking being confirmed in writing. It is expected in instances where the Venue's terms are being used, more preferential discounts or other value-added benefits will also be included, to provide value for money for the Buyer.
  8. The Supplier shall provide reporting and dashboard information on the value they bring to the Buyers Venue Find and Venue Provided Services for Events including but not limited to details in Framework Schedule 4 (Framework Management) and [Call-Off Schedule 14 Service Levels](https://assets.crowncommercial.gov.uk/wp-content/uploads/RM6217-Call-Off-Schedule-14-Service-Levels.docx).
  9. The Supplier shall work with the Venue(s) to manage all supporting Venue Provided Service requirements, including but not limited to: food and beverage, audio-visual, internet, Delegate management, room set-up, timings, liaison with all Venue staff, a provision to hand out/provide a collection point for PPE/Test Kits, if circumstances require. This list is not exhaustive and the Supplier should seek to provide all supporting Venue Provided Service requirements requested by the Buyer.
  10. The Supplier shall always highlight to the Buyer the most cost-effective choices when presenting available Venue options. The Supplier shall provide the facility for the Buyer to select a ‘Reason’ (from a predetermined and pre-populated standard list of reason codes approved by the Buyer) where the most cost-effective option is not booked and include the missed saving opportunity in monthly reporting to the Authority. When required by the Buyer, the Supplier shall provide the facility to refer to such bookings for pre-authorisation before the booking is confirmed. Details of such pre-authorisation shall 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).
  11. 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, in accordance with the Buyer’s requirements.
  12. For the provision of the options stated in the paragraph above the Supplier shall provide the Booker(s) with a quotation (that meets the stated Booker's specification of requirements) detailing the following:
      1. name and location of the Venue, with directions;
      2. 24-hour meeting rate and / or day Delegate meeting rate with full details of what these packages include
      3. room hire rate with refreshments comparison, if applicable;
      4. best value for money / most cost-effective option;
      5. syndicate rooms requested and any additional cost;
      6. additional equipment requested and any additional cost;
      7. cancellation policy (particularly cut off dates for no charge cancellation); and
      8. detailed response 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 and any other useful information that will make the Event a success.
  13. The Supplier shall seek to achieve best value for money and present the same to the Buyer by considering 24-hour and/or day Delegate meeting rate(s) against room hire and refreshments individual pricing. The Supplier must not default to room hire costs with all additional requirements priced separately unless they can demonstrate that this adds better value.
  14. The Supplier shall be able to exclude specific Venues, as defined by the Buyer, to ensure they are not made available to book, either by phone, email, enquiry form or a booking system. No Accommodation Provider/Venue is to be excluded unless written approval from CCS or the Buyer has been obtained.
  15. The Buyer will require pricing (if it is not cost effective to package as a 24-hour rate) for single occupancy rooms, in accordance with the Buyer’s Travel/Events/Expenses Policy. The Supplier shall also make available all other Inventory, for example double/family/twin rooms for sole occupancy, that Accommodation Venues may be available at the time of booking the Event etc.
  16. 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, early access, onsite security requirements, a staffed reception desk, production of name badges etc.
  17. The Services are to comply with all relevant safety and quality legislation/standards, including, but not limited to health and safety, fire safety, risk assessment, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Control of Substances Hazardous to Health (COSHH), environmental health requirements. The Supplier will be responsible for obtaining all relevant and up-to-date health and safety certification from the Accommodation Provider or Venue ahead of proceeding to contract, as specified by the Buyer, including but not limited to Gas Safety Certification, fire risk assessments, food hygiene ratings and Legionnaires reports. It is the responsibility of the Supplier to highlight any gaps or risks identified as part of this due diligence to the Buyer prior to contracting any Accommodation or Venue.
  18. In line with the Specification of Requirements for All Lots, paragraph 1.60.2 Fighting Climate Change, Suppliers in the Event space shall accurately report a meeting, conference or Event carbon reporting and carbon footprint data, to the Authority/ Buyer as soon after the the Event as practically possible, to take into account the variable nature of such Events and final Delegate numbers and other ancillary services. Suppliers should be continuously improving visibility and accuracy of such data at the time of booking and after, using innovative reporting methods, so if such technology is not available at call-off, it must be offered to the customer when it does become available.
  19. When required, the Supplier shall provide the Buyer with a liaison service to communicate 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 Event. The Supplier shall also ensure that any refreshments booked are available at the times requested, to ensure that all timings are met in full and the day(s) go as planned and are a success.
  20. When required by the Buyer, the Supplier may need to subcontract certain elements of the Event where additional expertise may be needed. If this is the case, the Buyer will have final approval on the subcontractor’s proposed costs.
  21. If required by the Buyer, the Supplier shall provide an onsite single point of contact to the Buyer for Event liaison purposes.
  22. When required by the Buyer the Supplier shall arrange for any transportation from a Third Party Provider to and from the Venue of display stands, equipment, collateral and / or other materials for the Event. 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 Buyer. The Supplier shall ensure that sufficient insurance cover is in place to cover any risk to the materials transported.
  23. If required by the Buyer, the Supplier shall provide Delegate management service(s) incorporating Delegate registration services that includes but is not limited to the provision of information, a reception desk and management e.g.facilitating Delegates around the Event. Delegate registration service includes but is not limited to pre-registration of Delegates, onsite registration, administration support, provision of name badges and provision of approved Delegate packs. If required by the Buyer, the Supplier shall provide the Buyer 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.
  24. 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, Venue access and dietary requirements.
  25. If required by the Buyer, 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 Buyer and where necessary with third parties to coordinate the pack. The Delegate pack must be approved by the Buyer’s meeting organiser before being issued to Delegates.
  26. If required by the Buyer, the Supplier shall provide the Buyer, where it has been indicated that a meeting will include attendees designated as VIPs or executives, with appropriate arrangements, which may include increased security arrangements. The exact arrangements shall be agreed between the Supplier and the Booker.
  27. 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:
      1. unique meeting ID number;
      2. confirmation number and or reference number;
      3. Booker email address;
      4. Booker and or organiser name;
      5. Venue name;
      6. Venue address including postcode and map view;
      7. contact details for the Venue and a named contact at the Venue;
      8. date of meeting and timings;
      9. itemised pricing for example: room hire, day Delegate rate, 24-hour Delegate rate, food and beverages, audio visual 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;
      10. payment method, for example payment on departure, bill back and or payment card;
      11. cancellation and amendments terms and conditions in accordance with the HM Government/ CCS Preferred Venue Standard Terms and Conditions or the Venue Providers’ own conditions including, but not limited to, the latest cancellation date and time to avoid all charges;
      12. clear information on how to make cancellations and amendments;
      13. the Supplier’s out of hour’s emergency telephone number;
      14. staff number and or cost centre;
      15. notification of whether any additional documentation i.e. tickets needed prior to the date of the meeting;
      16. Accommodation room descriptions / specifications / amenities (e.g. safe, hairdryer, bath, shower);
      17. rate inclusions / exclusions (e.g. breakfast, evening meal, local tax, Wi-Fi);
      18. Accommodation facilities (e.g. gym, parking, restaurant);
      19. Accommodation location (e.g. distance from local transport / nearest station);
      20. accessibility information and any access restrictions;
      21. the Venue’s green credentials and/or sustainability credentials; and
      22. planned Venue renovations coinciding with the date of the meeting/Event.
  28. The Supplier should also provide a facility for booking confirmation emails to be sent to additional email addresses (eg. the Booker’s line manager).
  29. The Supplier shall ensure that all invoices shall contain the following information (the minimum standard is Level 3 Data), together with any other information required by the Buyer:
      1. purchase order number;
      2. invoice number;
      3. Venue name;
      4. Booker and/or organisation’s name;
      5. title of meeting;
      6. date of meeting and duration;
      7. date of booking;
      8. location of meeting and or Venue;
      9. number of attendees;
      10. whether free or paid government estate, voluntary and community sector, or commercial Venue;
      11. total cost (inclusive and exclusive of local taxes);
      12. cost breakdown by element (for more complex bookings outside the free government estate), (for example Venue, catering, audio and or audio visual, Delegate management);
      13. organiser cost centre code;
      14. unique meeting ID number (to remain the same throughout the life of the booking); and invoice date.
  30. The Supplier shall cross check invoicing from each Venue/ Event against each element of the original booking to ensure no overcharging has taken place by the Venue, prior to submitting to the Buyer for payment. Prior to invoice payment the Supplier shall investigate any discrepancies with the Buyer and either:
      1. obtain any relevant authorisation from the Buyer for approval of additional charges; or
      2. challenge any unauthorised additional charges with the Venue and, where possible, ensure these are removed from the invoice.
  31. When required by the Buyer, 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 Buyer during implementation.
  32. The Supplier shall provide reporting and dashboard information on the value and the benefits they bring to the customers Venue Find and Supporting Services for Events including but not limited to negotiated savings data, CO2 reporting and carbon footprint data where possible, to The Authority in line with Framework Schedule 4 (Framework Management) and to Buyers in Call-Off Schedule 14 Service Levels.
  33. The Supplier shall provide a comprehensive and cost effective booking service to provide Events that are required to be delivered virtually, digitally or on a hybrid-model basis. The Supplier shall ensure digital meeting/Event platforms are compliant with the Buyer’s security, accessibility, digital requirements as detailed in Call-Off Schedule 9A (Security) and 9B (MOD Security).
  34. If a Buyer requires a fully Offline solution then the Supplier shall also be able to provide this as outlined in a Buyers Call Off Contract.
  35. It is envisaged that the Online element of a supplier’s Solution for booking Venues will further develop during the lifetime of this Framework Contract and subsequent Call off Contracts due to emerging technology, Supplier innovation and the future application of artificial intelligence (AI). Suppliers shall ensure that any future innovative Online Solutions that emerge within the scope of this offering for Venue Find Services – including virtual/digital and hybrid meetings shall be able to be provided (if required) to Buyers, as and when they become available.

## **Pre-Sourced Venue Bookings**

* 1. Buyers who wish to Source and agree most of the elements of their booking themselves, prior to engaging with their chosen Supplier for this lot to facilitate the booking confirmation and payment, will incur additional costs (so it is better value for money to let the Supplier undertake this activity in the first instance) The Buyer will have the costs applied as outlined in the pricing matrix for the relevant lot and Supplier.
  2. The core element of this requirement remains as Venue Find and Venue Provided Services for Events, where the Supplier scopes and Sources the most appropriate solution for the Buyer. Only in exceptional circumstances will it be acceptable for Buyers to Source, scope and price for their own Venue. The Buyer and Supplier shall work together to drive compliance for the full Sourcing of future bookings by the Supplier, demonstrating best use of resources, best value and innovative options for their Business Users to explain benefits.
  3. Similarly, the Buyer may occasionally require the Supplier to assume control of a booking that has been previously made via their incumbent supplier or from another source, as part of the implementation of a new Call Off agreement only. The Supplier will agree to assume control over the booking in question. However, where commissions are not due to this Supplier and the Supplier would be at material loss in assuming control, the Supplier may apply a charge for this service, as detailed in the relevant pricing matrix.

## **Accommodation for Meetings and Events (Venue Find Services)**

* 1. If requested by the Buyer, the Supplier shall provide an Accommodation booking service in support of a specific Event booking. Accommodation options should be presented to the Buyer in line with the Buyer’s requirements and could be on-site at the same Venue (where possible) or at a suitable alternative property, in line with the definition of Accommodation in this document.
  2. Where Online Accommodation Inventory is available, such as for smaller bookings under 9 individuals (more as and when technology allows), the Supplier shall provide the Buyer with an Online Booking Solution (if required) in addition to a 24/7/365 (366 in a leap year) Offline Booking Solution.
  3. The Online Booking Solution shall have the facility to tailor search options including, but not limited to, price, distance from specified location or office / train station / airport, postcode, radius, or specific Accommodation name and or hotel group etc, to provide the most efficient search results using a quick list, or equivalent. The Supplier aim shall be to make the online process as easy and efficient as possible to increase online adoption.
  4. The Supplier shall provide an Online Booking Solution with sufficient functionality to display all rates regardless of whether Commissionable or Non-Commissionable, in accordance with the Accommodation Providers’ default position on Commissions (and not the Supplier’s preferred commission arrangement), and also including but not limited to, last minute offers and advance booking promotions, Supplier owned rates, HM Government rates, CCS Public Sector Negotiated Programme rates without exception or any limitations.
  5. Additionally, the Online Booking Solution shall provide a mechanism for the Buyer to make amendments to and / or cancel bookings. This functionality should also be available 24/7/365 (366 in a leap year) via the Offline Service Solution.
  6. Where Online Booking Solutions/Functionality does not exist in the travel market place (for Group Bookings or where content is not available Online), then the Supplier shall ensure that a robust Offline Booking Solution is provided e.g a dedicated 24/7/365 (366 in a leap year) phone line and in addition where possible, web booking request forms, dedicated email addresses etc. On receipt of a completed booking request form or email, the Supplier shall send the Booker an immediate email acknowledging receipt of the booking request form and reply within the service level agreement measurement.
  7. As and when more Inventory becomes available Online, the Supplier shall immediately ensure their systems are able to embrace and reflect all new commercial properties, rates, photographs, directions, booking terms and conditions so that Buyers have the most up to date Inventory content available at all times.
  8. The Supplier shall provide the Buyer with full access to all Accommodation choices including but not limited to Hotels, BandB’s, Vessels, Sites, Parks, Resorts etc, regardless of whether they are required for exclusive or non-exclusive/shared use throughout the life of the Framework Contract or Call Off Contract and regardless of whether Commissionable or Non-commissionable.
  9. If required by the Buyer, supporting Accommodation- or Venue Provided Services including, but not limited to, food, beverage and / or laundry services can and shall also be provided via this Framework Contract.

## **Food and Catering Services**

* 1. 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.
  2. Suppliers providing food and catering Services to the wider public sector are strongly recommended to comply with the mandatory requirements of GBS.
  3. Suppliers providing food and catering Services are required to comply with the aims of the Public Services (Social Value) Act 2012.
  4. Suppliers and their providers shall comply with all relevant laws and current legislation in relation to food and catering
     1. (e.g UK<https://www.legislation.gov.uk/uksi/2014/1855/contents/made>).
  5. 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.
  6. When required by the Buyer, and allowed by the Venue(s), 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 and manage the Third Party Provider relationship if required by the Buyer.
  7. The Supplier shall ensure that the Buyer can clearly notify the Supplier at the time of booking whether the attendee(s) are lone and/or vulnerable attendee(s) and/or have any special requirements, either by phone, email, enquiry form and / or a booking system.
  8. The Supplier shall be able to comply with any specific Buyer policies in relation to hospitality or catering which the Buyer will specify during any Call Off Contracts.
  9. In particular to call out allergies or other stated preferences or accessibility needs for catering, where a Buyer has Delegates whose personal data is disclosed these shall follow Data Protection Legislation and Joint Schedule 11 (Processing Data). Any personal Delegate information shall be provided to the Supplier to allow enough time for specific needs to be considered and actioned by the provider appropriately.
  10. The disclosure of any personal details including but not limited to accessibility or dietary requirements must be approved by the approving Booker on behalf of their Delegates in accordance with their policies/ procedures and data processing schedule.

## **Travel for Events**

* 1. When required by the Buyer the Supplier shall arrange for the transportation of Delegates via a Third Party Provider to transport them to and from the Venue as part of the Event activity; eg coach / taxi / minicab. This transportation is to be from an agreed departure / meeting point e.g. a railway station, airport or overnight Accommodation Venue and is specific to, and separate from, transportation that Delegates may themselves arrange via their policy appointed travel provider.
  2. Should travel services be required to and from the Venue, then the Air/Rail/Ground Transportation/Vehicle Hire and Ferry services outlined above can be used, as relevant to the Delegate’s requirements.

# **Currency, Visa and Passport Services**

* 1. The Supplier shall provide a service for the facilitation and/or processing and submission of travel visas and passports, including:
     1. a visa and or passport query(s) and or support service; and
     2. a service for the provision to purchase currency, which shall be undertaken at the commercially advantageous exchange rate on the day. Exchange rates will be monitored by the Buyer.

# **Optional Service Requirements**

* 1. The Supplier shall provide a range of optional travel management supporting services; these services shall be agreed between the Supplier and the Buyer in the relevant Order Form and Call-Off Schedule 5 (Pricing Details), if applicable.

## **Charters**

* 1. The Buyer may, where it requests, require a value for money air service (including private jets) to move personnel and or goods/cargo when commercial options are not available, or are unsuitable to the requirements, for example air transportation for UK hosted international conferences and emergency situations. The Supplier shall provide in respect of this service whole and part, fixed and rotary wing aircraft for point to point charter worldwide. In addition, the provision of fixed or rotary wing aircraft on an aircraft, crew, maintenance and insurance (ACMI) basis and the holding of a bank of flying hours on behalf of the Buyer is also required. The Supplier shall take overall responsibility for ensuring that all Subcontractors engaged for the provision of air chartering services under this Contract are compliant with the current and future legislation pertaining to all of the required air charter services. The Supplier shall provide the Buyer with CO2 emissions reporting for air charter journeys in such format and at such frequencies as required by the Buyer.
  2. The Supplier, when requested shall:
     1. research appropriate flight solutions, including both Scheduled and / or Private charter Services, on the agreed travel dates to and from the specified destination(s) within a timeframe to be provided by the Buyer. As part of this request the Buyer retains the right to request that the Supplier uses / doesn’t use particular agents, brokers, or Service Providers and whether the Supplier can contract with them directly or must first run a mini-competition;
     2. identify the cost, keeping within budget;
     3. provisionally book the most suitable flight(s);
     4. contact the Buyer with the flight option details. The Buyer will agree the chosen option direct with the Delegate and advise the Supplier;
     5. book the chosen flight(s) using Delegate(s) passport details as required;
     6. send booking confirmations, including flight details to the Buyer; and
     7. pay for flights booked and invoice the Buyer the relevant costs for each named Delegate;
     8. provide a facility for Buyers to offset carbon emissions for charter flights retrospectively, if requested
  3. The Supplier shall provide a facility to capture any business bookings that are deemed to be taxable under the Buyer’s own policy / guidance. Additional information requiring capture may also include:
     1. Travellers on a posting term of less than 24 Months, for example detached duty tax relief;
     2. the type of posting term the Traveller is on;
     3. confirmation that the booking is in relation to the posting term; and
     4. Reason for Travel Codes (RFT).
  4. The Supplier shall provide a separate report on bookings that are deemed to be taxable for both online and offline bookings.
  5. The Buyer may, where it requests, require a value for money vessel/boat or rail charter to move personnel and or goods/cargo when commercial options are not available. The Supplier shall take overall responsibility for ensuring that all Subcontractors engaged for the provision of vessel/boat or rail chartering services under this Contract are compliant with the current and future legislation pertaining to all of the required vessel/boat or rail charter services.
  6. 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.
  7. 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.
  8. The Supplier shall provide the Buyer with CO2 emissions reporting for boat charter journeys in such format and at such frequencies as required by 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:
     1. country risk assessments;
     2. cyber-security risk management and awareness training for Travellers;
     3. mobile GPS tracking;
     4. 2-way mobile safety messaging with travellers;
     5. bespoke hotel / airline risk assessments;
     6. 24-hour crisis response centre support;
     7. MEDEVAC services;
     8. close protection services;
     9. ground security / asset protection; and
     10. meetings and events / Venue safety and security measures etc.
  2. 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.
  3. Where pricing details for crisis management services and/or security and risk management Services are either:
     1. not agreed and set out in the relevant Call-Off Contract; or
     2. 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 is possible to make third-party bookings with end providers, the Supplier shall provide the facility to book:
     1. parking requirements at airports, railway stations and ferry ports;
     2. parking by an attendant; and
     3. an airport, railway station or ferry port “meet and greet” service.
  2. 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 UK and Devolved Governments Ministerial and Executive Services.
  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:
     1. 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;
     2. provision of personal consultation service to discuss complex itineraries, as required by both the booking personnel and the named Traveller;
     3. 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;
     4. 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;
     5. provision of dedicated email access for the named booking personnel;
     6. ensuring frequent profile accuracy checks with named booking personnel and ensuring named Traveller entitlements are captured (for example, senior citizen railcards);
     7. the Supplier fulfilling last minute travel booking requirements, where there is availability, and sometimes within an hour prior to departure (subject to airline regulations);
     8. 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
     9. 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.

## **Booking Solutions that include Overseas Points of Sale**

* 1. Where specified in the relevant Order Form, the Buyer may specify the Lot 1 service requirements set out in this Lot (Lot 1: UK and Overseas-Booked Business Travel, Approved Civilian Programmes and Emergency Response Solutions) will apply to points of sale located in certain countries other than the United Kingdom and those countries will be specified by the Buyer in the relevant Order Form. Unless specified in the relevant Order Form the Lot 1 service requirements set out in this Lot (Lot 1: UK and Overseas-Booked Business Travel, Approved Civilian Programmes and Emergency Response Solutions) shall only apply to points of sale in the United Kingdom.
  2. The Parties acknowledge and agree that certain amendments to the relevant Call-Off Contract may be required in order to give effect to any requirement of the Buyer for the supply of the Deliverables in accordance with the relevant Call-Off Contract in certain countries outside of the United Kingdom (“Local Amendments”);
  3. The Parties agree that any Local Amendments:
     1. shall be recorded (on a country-by-country basis) substantially in the form set out at Annex 2 (Local Amendments) to this Schedule;
     2. shall be strictly limited to changes which are strictly necessary to comply with the local laws of the relevant country that apply in respect of the supply and/or receipt of the Deliverables;
     3. subject always to Paragraph 6.151.2 ‎immediately above (and any consequential changes to the scope and/or cost of supplying the Deliverables), will not amend the commercial aspects of the relevant Call-Off Contract.
  4. The Supplier shall notify the Buyer of all countries in which they have wholly owned, joint-venture, partner, or affiliate partner locations. The Supplier will update the Buyer of any changes to their global footprint during the Call-Off Contract Period.
  5. The Supplier will promptly notify the Buyer during the Implementation Period of any Local Amendments required to the relevant Call-Off Contract in accordance with Call-Off Schedule 13 (Implementation Plan and Testing) and will complete Annex 2 (Local Amendments) to this Schedule with the requested Local Amendments and provide it to the Buyer for its review and approval. The Parties will act reasonably and in good faith in relation to the agreement of the Local Amendments.
  6. The Parties will each be responsible for their own costs and expenses arising out of or in connection with agreeing any required Local Amendments.
  7. The Local Amendments shall not be effective unless and until Annex 2 - Local Amendments to this Schedule is agreed by the duly authorised representatives of the Parties.
  8. Once the Parties have agreed to any Local Amendments in Annex 2, the Supplier shall assume liability for non-compliance of the services with Local Laws.
  9. If there is any conflict or inconsistency between the Call-Off Contract and the Local Amendments, the Local Amendments shall prevail to the extent they are consistent with Paragraphs 6.7 and 6.8 above.
  10. The Supplier shall provide a real-time Offline Booking Solution to Bookers and Travellers that will deal in real-time with all enquiries from Bookers and Travellers including, but not limited to, making new international and domestic bookings, technical issues with the Online Booking Solution, amendments/cancellations to bookings, refunds and exchanges to tickets. The real-time Offline Booking Solution shall be available during Core Working Hours in each country of operation. Calls to the Offline Booking Solution shall cost no more than an in country standard call charge. Outside Core Working Hours, the Supplier shall provide a telephone helpline service that shall be accessible from landlines and mobile telephones and overseas 24 hours a day, 365 days a year (366 days in a leap year). Through the Outside Core Working Hours Service the Supplier will need to provide the following support:
      1. making emergency offline bookings;
      2. facilitating cancellations and changes to bookings;
      3. assisting to repatriate Travellers in the event of a security incident or natural disaster; and
      4. rebooking Travellers whose travel has been cancelled by the travel supplier etc.
  11. Where requested by the Buyer, the Supplier shall provide an Executive Service(s) to approved Bookers and Travellers nominated by the Buyer. Following the award of the Call-Off Contract the Buyer shall, in consultation with the Supplier, define the criteria for access to and identification of Bookers and Travellers permitted to use this Service.
  12. The Online Booking Solution shall assist with travel planning and highlight times of the year when there may be a greater demand for the Services. Information shall be updated on a Monthly basis.
  13. The booking process for requesting group Accommodation that cannot be managed online, or Venue booking, shall enable the Booker to submit a digital booking request form detailing the particulars of the request. On receipt of a completed booking request form, the Supplier shall send the Booker an immediate email acknowledging receipt of the booking request form.
  14. Upon the Buyer’s request, the Supplier will provide:
      1. the option to have a “ticketing only” facility, where they research and hold their own flights, handing off to the Supplier for fulfilment;
      2. access to cost trend data mapping for their project planning. For example, the Buyer picks a time period and can then see how flight and accommodation costs are affected by local events;
      3. on-line travel requirements capture forms for complex offline bookings. Project managers need the facility to upload groups, project codes and other special requirements for mapping in the booking system;
  15. The Supplier shall note that Buyers who use this lot to book travel from multiple Points of Sale may have overseas-based staff with cater for and advise on. These may include but not be limited to: unaccompanied minor air journeys, additional leave journeys and a limited number of journeys per year for overseas staff to return to the UK to visit family, which may have strict terms and conditions placed against them. The Supplier is expected to provide value-for-money options in accordance with the governance around these travel packages and suggest further ways of optimising these programmes or initiatives over the lifetime of the Call Off Contract.

## **Contract and Account Management**

* 1. The Supplier will put in place a contract management structure across each region and in relation to each country where the Services are delivered. As a minimum, such structure will include:
     1. a local point of contact per country for the Buyer’s personnel in-country;
     2. a regional point of contact per region for the Buyer’s personnel to escalate any in-country issues; and
     3. an overarching point of contact for the escalation of issues that cannot be resolved in-country or at a regional level.
  2. The Supplier's Contract Manager shall have the accountability for the provision of the Services in each country where the Services are delivered and shall act as the overarching point of contact set out above.
  3. The Supplier will provide up to date contact details (including email addresses and telephone numbers) for each point of contact to the Buyer and will promptly notify the Buyer of any changes to the nominated points of contact (or their contact details).
  4. The Supplier will ensure that each point of contact is available during Core Working Hours or, if they are not available, they provide details for an alternative point of contact.
  5. The Supplier’s Contract Manager will provide the Buyer Authorised Representative and/or the Buyer’s project manager, on request, with all the information requested in relation to the management of the Call-Off Contract and any issues, disputes and/or Complaints arising (including at country, regional and an overarching contract level).
  6. If requested by the Buyer, the Supplier’s Contract Manager shall attend regular business reviews with the Buyer.

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# **Specialist Needs - Ministry of Defence (MOD)**

* 1. This lot may also be used by the Ministry of Defence (MoD) and hence, requirements in this section must be provided to the MOD by a Supplier on this lot, if chosen by the Buyer at Call Off, in addition to the general requirements already outlined in this Lot.
  2. Additional services can be added by the MOD during the lifetime of this framework, and will be specified via any Call Off agreement that the MOD puts in place.

## **Booking Solutions**

* 1. The Supplier shall provide efficient booking solutions that deliver value for money for the Buyer’s relevant department, including the ability to book unusual and complex travel needs.
  2. Such needs might include, but are not limited to facilitating routine and ad-hoc military manoeuvres such as military unit rotations and base moves around the globe. Travel requirements for such might include movement of hundreds of military and civilian personnel, their families, pets and equipment (such as band, medical equipment and luggage) The Supplier will be required to support these large booking requests which include all their travel requirements.
  3. The nature of the Buyer’s business means personnel can be sent to locations all over the world with a day or less notice, therefore it is critical that the Supplier facilitates travel content from a variety of sources to provide cost effective fares to as many locations as possible around the globe and provides a responsive service to meet such booking needs.
  4. Unique to the Buyer is the need to provide travel around the world to recruits who will not have a travel profile, and therefore no name or staff number on record.
  5. The Supplier shall deliver an Offline Booking Solution that must be able to accommodate complex travel needs within 5 Working Days’ notice, or sooner where the Supplier is able.
  6. The Buyer is made up of a number of Top Level Budget (“TLB”) business areas. Each TLB has its own unique requirements and policy interpretation with the Army and Arm’s Length Bodies (“ALB’s”) having significant differences to the rest of the MOD that are detailed in this requirements document.
  7. The Buyer is under increasing pressure to reduce its high travel spend, and is continuously under scrutiny in the way it conducts travel, internally and externally due to the large user base, high percentage of executives, and affluent areas its personnel visits. Therefore, the Supplier shall be required to support the Buyer in Freedom of Information (“FOI”) requests, Parliamentary questions, and detailed Management Information (“MI”) reporting to track and analyse travel spend. The Supplier shall support the Buyer to ensure their users adhere to the travel policy in place. The Supplier shall also be required to innovate throughout the Call-Off Period to reduce travel spend and improve the buyer experience.
  8. Due to the nature of the Buyer’s business the Supplier shall be required to obtain security clearances for some of their staff, and work with the Buyer to ensure the protection of the user’s data (including Bookers and Travellers) is secure. Special booking arrangements will need to be put in place to service areas of the Buyer that would be unusual in the commercial sector. Further information on the security clearance required and special booking arrangement is included in the Security Requirements.

## **Buyer IT system**

* 1. The Supplier’s booking portal shall be fully usable on the latest versions of Microsoft Internet Explorer and Google Chrome and if possible, be accessible on older versions as well.
  2. Additionally, the Information and Communications Technology (ICT) elements of the service and systems shall throughout their life cycle, be proportionate to their functionality, data and operational maturity to ensure:
  3. compliance with the latest UK National and Government ICT, security, information, legislation, regulations, good practice guides, standards and policies; and
  4. demonstration of compliance and conformance will be through the Buyer’s Defence Assurance and Information Security (DAIS) accreditation process, as the Defence Authority for Information Security and Assurance. The Supplier will be required to work with DAIS and the Security Assurance Coordinator (SAC) to obtain accreditation.
  5. The Supplier shall apply Industry Security Notice (ISN) 2023/10 requirements to every industry owned IT and communication system used to store, process or generate MOD information including those systems containing OFFICIAL and/or OFFICIAL-SENSITIVE information. ISN 2023/10 details Defence Assurance and Risk Tool (DART) registration, IT security accreditation processes, risk assessment and risk management requirements. The ISN is available at <https://assets.publishing.service.gov.uk/media/64c7ad8d19f562000df3c11f/ISN_2023-10_Registration_and_assurance_of_supplier_systems_processing_MOD_Information.pdf>
  6. ALB’s utilise different operating systems and accreditation processes to the other business areas of the Buyer, therefore the successful Supplier shall be required to implement their booking tool on multiple IT systems and support multiple accreditation processes concurrently.

## **The Requirement**

* 1. The Online Booking System shall provide a facility for Bookers/Travellers to provide feedback on the quality of the booking system or service and third-party supplier performance and quality. The Supplier shall review this feedback as part of account management and to provide recommendations to remedy these and avoid issues occurring again.
  2. The Supplier shall provide, within the Online Booking System, a facility for the Booker and/or the Traveller to register Complaints.
  3. The Supplier shall ensure that third party travellers, such as families, recruits, and contractors, shall only be able to book travel via an authorised Booker and either by an authorised Online Booker or via Offline Booking Solution methods.
  4. The Supplier shall provide the ability to allow named Bookers to book on behalf of an entire department using a list of Travellers’ names that the Supplier will use to provide the Bookers access to the listed Travellers’ profiles.
  5. The Supplier shall provide the facility to customise the booking experience for each business area of the Buyer. The nature of the customisation of the Online Booking System will be agreed during implementation in accordance with Call Off Schedule 13 (Implementation Plan and Testing), but unique changes could include, limited hotel choices, differing policy thresholds, and unique fields for management information. The Supplier shall allow for further customisation of the Online Booking System, to satisfy any changes to any of the business unit’s travel policy, during the course of the contract, up to four times a year, free of charge. The Supplier shall provide these customisations per business area under one booking tool where possible. Specific differences that may require the use of multiple tools are detailed below:
     1. ARMY. Remove the ability to search for a specific hotel. Unique messaging and data capture on the portal compared to other TLB’s. On hotel search results - show the lowest cost programme hotel (when available) at the top of the list and include all hotels up to (+15% of lowest rate) as green bookable hotels. Hotels in red will require entry of approver name authorisation in a reason field pop up. The ability for a specific team to book guest bookings online for recruits (where otherwise the tool disallows the facility to make guest bookings).
     2. BRITISH DEFENCE STAFF – UNITED STATES (BDS-US). Search for all travel needs by US Zip Codes. View the price of bookings in USD. Retrieve reports for BDS-US’s bookings only, and in USD.
     3. ALB’s. These organisations have different travel policies, data and payment requirements which will require the use of separate tools. Further details on ALB’s requirements are provided at paragraph 6.221 (Arms Length Body Only Requirements) below.
  6. The Supplier shall provide an indication on their Online Booking Solution portal which hotels support lone Travellers. List of supported hotels to be supplied by the Supplier.
  7. The Supplier shall provide location-based alerts to the Booker when the Booker completes a booking for Accommodation or a flight, and any updates after the booking, up to and during the journey, to warn them of publicly available security concerns for that area.
  8. The Supplier shall provide an interactive map as an alternative to the list view when the Booker wishes to select hotels.
  9. The Supplier shall provide a separate phone number, that will not be published, allowing users of this number to be prioritised on the Supplier’s telephony waitlist. This is for use by limited areas of the Buyer’s business that require urgent bookings in all scenarios and its use will be controlled by the Buyer.
  10. The Supplier shall remove all complete itineraries from the Booker’s profile 24 hours after the trip is complete.
  11. The Supplier shall not have the ability for the Traveller to enter air or hotel membership rewards on their Online Booking Solution.
  12. The Supplier shall validate the UIN on all bookings, online and offline, and where possible, the staff or service number.
  13. The Supplier shall make available on the Online Booking Solution portal, content from multiple sources such as, but not limited to, Global Distribution System (GDS’s), Application Programming Interfaces and rates retrieved by booking sites and offer said rates ensuring that the lowest available fare in the market is always presented to the Booker/Traveller.

## **Desirable Requirements**

* 1. The following requirements, although not mandatory, have been identified as desirable for the Buyer.
  2. Online direct booking for ferry and Eurotunnel.
  3. The Supplier’s portal shall provide a map of the London underground tube system when users attempt to book a London underground train ticket. This is to inform the Traveller’s decision on which underground zone they need to book.
  4. The Supplier shall provide, as part of the offline service, a facility to amend the Traveller name whilst keeping the original booking for rail and hotel bookings.
  5. The Supplier shall provide accurate carbon emission data for air, ferry, rail and Eurotunnel booking (taking into account vehicle efficiency) and make this data available during the booking process, online and offline, to allow the Traveller to make informed low carbon travel decisions.
  6. The Supplier shall provide the ability to book rail season tickets online.

## **Offline Service Access and Capability**

* 1. The Supplier shall provide the facility to capture each overseas business booking for certain at-risk destinations in line with the Buyer’s own policy/guidance. This requirement will be agreed with the Buyer as part of the Implementation Plan and for this requirement to be met by the Go Live stage, including but not limited to whether pre-ticketing approval will be required for certain ‘at risk’ destinations.
  2. The Supplier shall, as part of the Offline Booking Solution service, be able to book travel for a buyer’s family for duty reasons, via an authorised Booker, such as, but not limited to, family moves, unaccompanied minors and Dangerously Ill Forwarding of Relatives (“DILFOR”).
  3. The Supplier shall provide the facility for users to book large, complex Group Bookings as part of the Offline Booking Solution service. Group Bookings can be in excess of 300+ travellers, requiring Accommodation, rail and flight needs. Unique to this requirement the Supplier shall provide the option for coaches, to be booked offline for the Group Booking.
  4. The Supplier shall provide the facility to make bookings for winter sports which can include but is not limited to, Accommodation (including self-catering), rail, air, ferry, Eurotunnel, coach, ski equipment hire, ski slope and lift passes, meals and packed lunches. It is up to the Supplier how to facilitate this request, such as either through a third party package, locally managed, or a mix of the two. The Supplier shall provide three quotes upon each winter sports request for consideration by the Booker. The Supplier shall provide detailed costings and management information on such bookings including a full list of Travellers. The Supplier shall state in their Framework Tender Response how they propose to meet this requirement. For the purposes of the bid the winter sports requirement will result in an indicative 20 bookings per year ranging from 10-200 passengers, however the Supplier is to expect a larger number of quote requests that do not result in a completed booking. Requests are to be expected between May and July. Possible locations include, but are not limited to, UK, France, Bulgaria and Austria.

## **Air Requirements**

* 1. The Supplier shall manage, on the Buyer’s behalf, the ‘Partner Plus Redemption programme’ with Star Alliance, holding the benefits gained from qualifying flights in the Supplier’s account with the benefits collected passed to the Buyer at the end of the financial year. Details of how this is to be managed is to be agreed during the implementation stage in accordance with Call Off Schedule 13 (Implementation Plan and Testing). Further information can be found on the below websites:
  2. <https://www.partnerplusbenefit.com/>; and
  3. <https://www.staralliance.com/en/member-airlines>.
  4. The Supplier shall provide access and booking capabilities to Marine fares when utilisation is allowed by the airline carrier for utilisation by, but not limited to, the Royal Fleet Auxiliary (RFA).
  5. The Supplier shall provide access and booking capabilities to charity fares when utilisation is allowed by the airline carrier. Further details on this shall be provided at Implementation stage in accordance with Call Off Schedule 13 (Implementation Plan and Testing).
  6. The Supplier shall work with the Buyer and the airline carrier to implement specific procedures on behalf of the Buyer, if the airline carrier accepts it, when the Buyer requirements do not follow under the airline carrier standard TandC’s, (eg Air Group booking with BA, additional luggage cost to be prepaid by the Supplier and not by the Traveller).

## **Rail Requirements**

* 1. The Supplier shall book rail travel for recruits who do not have a travel profile. This type of booking is often done in bulk (for 10 or more recruits) and occurs throughout the year to the region of 50,000 recruits or more. The Supplier shall identify the most cost-effective way of doing this, and will consider suitable saving initiatives around this requirement. The booking form (usually completed by a business area travel cell) will be agreed during the Implementation stage in accordance with Call Off Schedule 13 (Implementation Plan and Testing).

## **Accommodation Requirements**

* 1. The Supplier shall provide the ability to book non-GDS Accommodation online, such as but not limited to, serviced apartments, chalets, condo’s, cottages, country houses, gites, guest houses, holiday homes, hostels, inns, lodges, motels, residences, resorts, and villas, however some private leasing suppliers are not to be used and will be detailed during implementation in accordance with Call Off Schedule 13 (Implementation Plan and Testing).
  2. The Supplier shall provide the ability for the Booker to select, on the Online Booking Solution tool, the number of occupants that will be staying within the selected room when multiple occupancy is required.

## **Ferry Requirements**

* 1. The Supplier shall not make freight bookings for Ferry or Eurotunnel.
  2. The Supplier shall provide the ability for Travellers to pay for their own additional services out of scope of approved travel bookings, such as adding trailers, and upgrade of cabins.

## **Ticket Printers**

* 1. There is a requirement for the Supplier to provide three (3) kiosks, and seven (7) desktop printers FOC (free of charge). The number of FOC printers must also include FOC installation, FOC service and repair, maintenance contracts and FOC training. Any ticket printer software updates required (not including Buyer’s system software) shall be provided FOC.

## **Arms Length Body Only Requirements**

* 1. MOD’s Arms Length Bodies (ALB’s), whilst associated with the MOD, have different travel policies, payment systems, and travel requirements. The following requirements are potentially required for ALB’s . The Supplier shall be required to work with separate ALB representatives during, and after, the implementation stage to ensure the following requirements are implemented as required:
     1. The Supplier shall produce a crisis management report to be sent to a predefined email address as soon as possible after an event has occurred.
     2. The crisis management process, which will be agreed at implementation stage in accordance with Call Off Schedule 13 (Implementation Plan and Testing), will include contacting the Travellers directly and reporting back to the ALB if this is unsuccessful.
     3. The Supplier’s named account manager shall attend monthly meetings with the ALB during the first 12 months from contract start, followed by quarterly thereafter. To be held virtually where possible but at ALB headquarters if not and when requested by the ALB lead.
     4. The Supplier’s named account manager shall also attend ad hoc meetings with ALB’s post implementation stage when requested by the ALB travel manager.
     5. The Supplier shall submit weekly consolidated invoicing with 30-day payment terms, and this shall be done by utilising a Simple Mail Transfer Protocol (SMTP) server link. Invoice is to be provided at line detail in excel format to be agreed during implementation in accordance with Call Off Schedule 13 (Implementation Plan and Testing).
     6. For train journeys, the Supplier shall not make postal options available to the user.
     7. The Supplier shall provide the ability to enter cost codes in line with the ALBs structure that the online booking tool must validate before a booking is placed. The Supplier shall receive a daily file of updated cost codes and upload to their booking portal FOC.
     8. The Supplier shall receive weekly uploads of ALB’s line management organisation data to facilitate line management approval on the booking tool.
     9. The Supplier shall provide, and manage, a virtual card solution, using the Supplier’s own credit card. Payment will be made via weekly consolidated invoicing as detailed above. Reconciliation of the payments on this virtual card solution is to be FOC.
     10. The Supplier shall provide the ability for the ALB to make vehicle hire bookings online and offline where the point of collection and return of the vehicle is outside the UK.
     11. The Supplier shall for ALB’s, provide a service for the facilitation and/or processing and submission of travel visas and passports, including a visa and or passport query(s) and or support service.
     12. To ensure ALB’s booking times are not adversely affected during peak periods for the rest of the MOD, the Supplier shall provide a separate phone number and email address for use by ALB’s. The Supplier shall provide the Buyer with separate SLA reports in respect of the ALB on a monthly basis showing performance for telephone/email response and booking completion, separated from the rest of the MOD and other ALB’s.

## **Army Only Requirements**

* 1. The Supplier shall hold monthly meetings with the Army travel lead virtually to discuss saving opportunities and outstanding actions.
  2. The Supplier shall engage with the Army during implementation to jointly develop a report that is compatible with their travel dashboard.

## **Account Management**

* 1. The Supplier shall provide an account management and relationship management service which fully supports all of the requirements of the Framework Contract and any Call-Off Contract and the needs of the Buyer which fully supports all of the requirements as detailed within this Specification and any Statement of Requirements issued in accordance with the Call-Off Procedure.
  2. The Supplier shall provide the Buyer with a named account manager, within 5 Working Days of signing the Call-Off Contract. The nominated account manager shall have a minimum of two years business travel industry experience in a similar role and shall work closely with the nominated commercial agreement manager to deliver the Services.
  3. The Supplier shall provide the Buyer with a written account management structure.
  4. The Supplier’s account manager shall hold regular meetings with the Buyer. Monthly meetings will be held with the Buyer’s contract manager.
  5. The Supplier’s account manager shall promote, deliver and communicate transparency of pricing, and savings to the Buyer respectively.
  6. The Supplier shall support the Buyer in providing frequent communications to the Buyer’s user base about the Supplier’s booking abilities. One such requirement is for production of a quarterly newsletter for distribution to all MOD Bookers, highlighting booking behaviours and ways to reduce travel spend and important updates regarding the travel service. Full details of what the newsletter shall include will be agreed during the implementation stage and the monthly performance meetings.
  7. The Supplier shall, in an effort to reduce the Buyer’s travel spend, provide audit programmes with the aim to alter high value bookings to more cost-effective options, when within the agreed criteria. The audit thresholds to target such bookings will be agreed at the implementation stage in accordance with Call Off Schedule 13 (Implementation Plan and Testing), as well as a savings target for the Supplier, and the savings generated from such activity is to be presented at each monthly review meeting. The method of audit is to be presented by the Supplier at Call-Off stage, however such methods could include identifying high value flights that can be altered to a substantially cheaper flight but at a similar time and quality of service, or amending hotel bookings when lower rates have become available on the market, or issuing messaging to prompt Travellers that they can alter their ticket for a lower rate, post booking completion. As a minimum the Supplier shall provide a hotel and air auditing facility. The number of potential transactions that could result in a successful saving opportunity will vary depending on the parameters set up at implementation, however for the purposes of the Framework Tender Response bid the Supplier should assume a minimum of 5% of all travel bookings will have a successful saving opportunity, and bid accordingly. The Supplier shall only charge for this task where the saving results in an additional offline activity, made by the Supplier, in addition to any applicable amendment fees in Call-Off Schedule 5 (Pricing Details). The Supplier shall only charge for successful instances of a fare reduction, in line with the criteria set out and agreed during implementation. As an example, the Buyer currently utilises a TMC delivered hotel auditing model and a third-party air auditing model delivered by Fairfly. Where the auditing activity is delivered by a third party, the third party’s pricing structure shall be used. Where the audit has been delivered by the Supplier’s own travel tools, without any manual intervention required, the audit shall be FOC (less any applicable amendment fees).
  8. The Supplier shall accept a monthly file of MOD staff leavers/joiners FOC to activate and deactivate user accounts ensuring its accuracy at all times. The upload format will be agreed during the implementation stage in accordance with Call Off Schedule 13 (Implementation Plan and Testing).

## **Buyer Implementation**

* 1. The Supplier shall outline its proposed project implementation plan to clearly state how they plan to manage the transition of services and provide assurance that the Buyer’s Go Live date is met. The proposed plan will form part of the Call Off Contract in Call Off Schedule 13 (Implementation Plan and Testing).
  2. This project implementation plan shall include a range of named personnel charged with overseeing specific aspects of the agreed Implementation Plan encompassing the agreed Implementation Period, who hold the relevant expertise and knowledge to do so effectively (e.g. Personnel who have an expert knowledge of security considerations to oversee this aspect of implementation).
  3. This project implementation plan shall also contain a comprehensive and realistic timescale, ensuring that all requirements outlined within this Specification are in place and ready to ‘go live’ at the time of Call-Off Contract Start Date.
  4. This project implementation plan will also contain a comprehensive and fully mapped risk register, highlighting and providing mitigations for any anticipated or potential risks to the Call-Off Contract or services provided as part of it.
  5. This risk register will inform a business continuity plan which will also be required which will show how the Supplier intends to react swiftly and comprehensively in the event that the Services were to go down (at the point of implementation, or at any time within the Contract Period).
  6. The Supplier shall carry out due diligence as part of the bid preparation process to ensure that implementation plans and costs take account of all potential dependencies and risks inclusive of those associated to system/process integration, installation, connectivity or other I.T. activity as required by the Buyer.
  7. The Supplier shall ensure that implementation and Go Live requirements are detailed within Call Off Schedule 13 (Implementation Plan and Testing).
  8. The Supplier will provide the Implementation Plan as part of their bid at the Call-Off stage, and will arrange a meeting with key personnel between themselves and the Buyer to agree and refine this within 30 Working Days of entering into the Call-Off Contract.

## **Reporting**

* 1. The Supplier shall provide the ability for the Buyer to locate its personnel around the world on an intuitive interactive world map based on the booking data of its Travellers. Access to this facility is to be restricted to named users, each of which shall only be able to view data of their own TLB.
  2. The Supplier shall reconcile any spend that does not contain a Unit Identification Number (“UIN”) and has been charged to the Buyer’s lodged cards FOC. The reconciliation objective is to either retrieve a refund from the market, by challenging the charge where an incorrect charge has occurred, or to find the correct booking information and UIN so that the correct business area can be billed. The lodge cards require on average 1500 lines to be reconciled each month and the Supplier will have 10 Working Days each month to complete the reconciliation activity and submit results to the Buyer. Any remaining unmatched transactions after the 10 Working Days are placed into an unreconciled control account by the Buyer. The Supplier shall continue to reconcile these unmatched transactions that have been placed into the control account for later submission to the Buyer.
  3. The Supplier shall provide a Monthly update to the Buyer as to the progress of the unmatched UIN’s. This update shall contain all details reasonably requested by the Buyer and shall be provided to a person nominated by the Buyer (as may be updated by the Buyer from time to time).
  4. The Supplier shall support the Buyer in fraud investigations, Freedom of Information requests (FOI) and Parliamentary questions by providing any reporting information requested within three (3) Working Days of the request.
  5. The Supplier shall also help with the detection and investigation of any potential or suspected fraudulent activity, notifying the Buyer as soon as any fraudulent activity is suspected.
  6. The Supplier shall supply all information for ad hoc queries on request, in the agreed format, within five (5) Working Days of request. Ad hoc queries are one off requests required to support the business. The Buyer typically raises ten such queries per month. Ad hoc queries can include but are limited to, UK domestic air over a certain period, travel history for a list of travellers, or number of bookings at requested hotel.
  7. The Supplier shall submit enhanced travel data to the Buyer’s lodge card provider daily to allow the provider to match lodge card transactions.
  8. The Supplier shall submit additional files to the Buyer’s lodge card provider for any data that is not part of the normal daily submission yet still requires matching by the lodge card provider.
  9. The Supplier shall populate the Resource Account Code (RAC) in travel data and submit to the lodge card provider as part of the daily upload which is to be determined by a combination of the Purpose of Travel (POT) code and Service Code that is captured at the time of booking. The combination to determine the RAC will be provided during transition.
  10. The Supplier shall provide a report that details any rail, air, or accommodation bookings, paid for by the MOD lodged cards or the Supplier’s own payment system (i.e. not bookings where the traveller pays on departure), when a specific POT code has been used. The file is to be submitted in a CSV format and the contents will be shared during transition.
  11. The Supplier shall access the lodge card supplier’s platform to obtain a file, to be agreed during implementation, that will aid the Supplier in performing data reconciliation within the month. The Supplier’s nominated users of the platform will be required to use a verification card and pin entry system to access the platform.
  12. The Supplier is to retrieve a monthly file from Defence Business Services (DBS) containing up to date UIN’s. The Supplier shall validate UIN’s captured at the booking stage with this file.
  13. The Supplier shall submit a file following the end of the financial year to the Buyer detailing the VAT paid by the Buyer on all Booking and merchant fees. The report shall detail the VAT paid at each line level.
  14. The Supplier shall submit a quarterly report to the Buyer detailing the booking fees charged to the Buyer in that quarter.
  15. The Supplier shall provide a monthly report to the Buyer that details the full travel costs and travel data on one line per transaction, such as ticket fare, booking fee and merchant fee.
  16. The Supplier shall provide a facility to capture any business bookings that are deemed to be taxable under the Buyer’s own policy / guidance. Additional information requiring capture may also include:
      1. Travellers on a posting term of less than 24 Months, for example detached duty tax relief;
      2. the type of posting term the Traveller is on;
      3. confirmation that the booking is in relation to the posting term; and
      4. Reason for Travel codes (RFT).
  17. The Supplier shall provide a separate report on bookings that are deemed to be taxable for both online and offline bookings.
  18. The Supplier shall provide the Buyer with an online reporting tool, allowing nominated users to produce their own tailored multi-dimensional reports using any and / or all the reporting fields as set out.
  19. The Supplier shall complete and upload (to a secure portal) all supplementary/out of policy/missed saving reports, by no later than the 14th of each month, (the template for reports shall be detailed during the implementation stage) however the name and the frequency of the reports required are as follows:
      1. First Class Air – Monthly;
      2. First Class Air less than 4 hours – Monthly;
      3. First Class Rail – Monthly;
      4. Rail Warrants – Quarterly;
      5. Out of Hours – Monthly;
      6. C02 Emissions Cabinet Office – Quarterly;
      7. C02 Emissions MOD – Quarterly;
      8. Hotel No Show/Non-Payer – Monthly;
      9. Hotel Over Cap Rate – Monthly; and
      10. 2\* and 3\* Reports – Quarterly.
  20. When receiving monthly supplementary reports (which will hold information including, but not limited to, out of policy bookings, or bookings made against non-lodged cards), the Buyer requires the information/data to be split out by each business area to allow the Buyer to disseminate them accordingly. Business areas shall also have access to their own reporting information and have the ability to run their own bespoke reports through the reporting tool. Access shall be locked down so that only nominated personnel are able to access information pertinent to their own area.

## **Complaints/Issue Management and Dispute Resolution**

* 1. The Supplier shall adhere to the Complaints Procedure as per the Call-Off Contract.
  2. The Supplier is required to adhere to the Dispute Resolution Procedure as set out in the Call-Off Contract.
  3. The Supplier shall develop a Continuous Improvement Plan as outlined in Call-Off Schedule 3 (Continuous Improvement).

## **Security Requirements**

* 1. The data security classification for acting as a supplier to the MOD is OFFICIAL SENSITIVE (Personal).
  2. The Supplier shall comply with the Government Security Classification on .gov.uk. The version current at the time of this procurement, Government Security Classification June 2023 may be found here:
  3. [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\_data/file/1166145/Government\_Security\_Classifications\_Policy\_June\_2023.pdf.](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1166145/Government_Security_Classifications_Policy_June_2023.pdf)
  4. The Supplier shall read, understand and respond to the Buyer in accordance with Call-Off Schedule 9B (MOD Security) in respect of the security requirements for the Services.
  5. The Supplier shall provide, when requested by the Buyer, the architectural design of the Supplier’s booking system software and hardware construction.
  6. The Supplier shall comply with the requirements of the Defence Cyber Protection Partnership throughout the contract term and Call-Off Schedule 17 (MOD Terms) meeting the current risk level requirements of MODERATE. The risk assessment is reviewed annually, and the Supplier shall comply with the revised risk assessment, and security requirements that fall out of that risk assessment, should it change during the life of the contract.
  7. The Supplier shall ensure that information held by the Supplier shall be protected regardless of location as detailed in Call-Off Schedule 9B (MOD Security).
  8. The Supplier shall obtain approval from the Buyer’s Data Controller/Information Risk Owner(s) through the Security Working Group for any off-shored data in accordance with Call-Off Schedule 9B (MOD Security).
  9. The Supplier shall provide evidence that the infrastructure devices storing any bulk Buyer 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 only, including any supporting or backup devices.
  10. The Supplier must ensure that personnel have the appropriate level of national security vetting clearance and have been vetted in accordance with Schedule 9B (MOD Security). Under the Framework Contract and each Call-Off Contract the Supplier shall obtain, and maintain for the life of the relevant Contract, the security vetting clearances below:
      1. employees who hold sensitive roles under the relevant Contract, namely having access to the Buyer’s bulk data, shall hold Security Check (SC) level clearance; and
      2. all remaining employees working for the Supplier under the relevant Contract, but do not have access to the Buyer’s bulk data, shall be Counter Terrorist Check (CTC) cleared.
  11. The Supplier must ensure that its employees, personnel and sub-suppliers have the appropriate level of security clearance. Security clearance costs are to be borne by the Supplier.
  12. The Supplier must accommodate the Buyer’s audit in relation to assurance governance and compliance during implementation and throughout the duration of the Call-Off Contract. 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 the requirements of Call-Off Schedule 9B (MOD Security).
  13. The Supplier must report promptly any security incidents or breaches directly to the Buyer. The Buyer will decide the reporting chain of any security incidents or breaches.
  14. If required, the Supplier shall ensure that all documents or correspondence relating to the Services must have the Government Security Classification (GSC) applied whether in hard or soft copy format.
  15. The Online Booking Solution tool shall be compliant with PCI DSS for the handling of card payments.
  16. The Supplier shall not process contract data via anti-virus software developed by any of the following nations; Belarus, China, Egypt, Iran, Libya, North Korea, Russia, Syria, Ukraine or Vietnam. Should this occur during the term of the Call-Off Contract the Supplier is to notify the Buyer (MOD) immediately after the Supplier has been made aware of the incident happening.

## **Payment**

* 1. The Buyer utilises lodged cards, which the Supplier will charge directly for travel and booking charges, for all modes of travel, except Accommodation the process for which is detailed below. The Supplier shall provide a billback service for DILFOR only.
  2. For Accommodation, the Supplier shall utilise the Buyer lodged single use virtual card set up with Conferma where the Buyer has allowed its use and where the Accommodation Provider will accept it. All other Accommodation payments are to be paid on departure by the Traveller. The Supplier shall submit data to Conferma following a booking to allow the enhanced data to be viewable on the Conferma SNAP portal. For Accommodation bookings where the Conferma virtual card is not used, the Supplier shall use its own corporate card to guarantee the booking and be responsible for any reconciliation that is required on that card FOC.
  3. The Supplier shall provide a billback service for DILFOR, and Accommodation where the guarantee card was charged, only.
  4. As per the requirement in paragraph 6.221 (Arms Length Body Only Requirements) ALBs have different payment requirements that the Supplier shall comply with.

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# **Lot 1 Part B: ACCOMMODATION AND VENUES FOR APPROVED CIVILIAN PROGRAMMES**

# **Introduction**

* 1. This Lot 1 Part B 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:
     1. Accommodation Venue(s) Solution OR
     2. Gathering/Event Venue(s) Solution OR
     3. Solutions for both a) and b) above
  3. Any of the above three options are permitted via this Framework Contract.
  4. Where there is no service line or price required in the Lot 1 Part B rate card the Supplier shall provide the required service free of charge as part of an added value service.
  5. The core service of this Lot 1 Part B, 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 6.289 for further details) can be booked for the required number of days, weeks, months or years.
  6. 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 1 Part B (see Section One – Core Services for further details) should they be required by the Buyer.
  7. 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.
  8. 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.
     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.
        1. Ground Transportation - see clauses 6.361 - 6.364 for further details
        2. Security Services - see clause 6.365 - 6.366 for further details
        3. Welfare Services - see clauses 6.367 – 6.372 for further details
        4. Case Management - see clause 6.373 for further details
        5. Gatherings/Events Equipment and/or PPE/Virus Test Kits - see clause 6.374 for further details
  9. 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 1 Part B 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.
  10. The services in this Lot 1 Part B comprises of three sections, as detailed below:
      1. Section One = Core Services: The Booking of Accommodation and/or Gatherings/Events Venue(s)
      2. Section Two = Optional Services: The Booking of Accommodation and/or Gatherings/Events Ancillary Services
      3. Section Three = Managed Services:
         1. Venue Management,
         2. Ancillary Service Management, and/or
         3. Full Service Management (i.e. a) and b) combined)
  11. 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 1 Part B, ‘booking’ shall have the following meaning given to it:
  12. The sourcing and contracting of a Venue or Service.
  13. 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.
  14. 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:
      1. Venue Management,
      2. Ancillary Service Management, and/or
      3. Full Service Management (i.e. a) and b) combined)
  15. These Service Management options are detailed in Section Three – Managed Services.

# **Background**

* 1. Buyers on this Lot 1 Part B may include but are not limited to:
     1. 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 6.300.
     2. 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).
  2. 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.
  3. Civilians can be UK and/or Foreign Nationals. Civilian cohorts under an Approved Civilian Programme can include but are not limited to:
     1. Civilians impacted by a Pandemic i.e. Covid19
     2. Early release Patients and/or Prisoners
     3. Asylum Seekers
     4. Refugees (i.e. Afghan ARAP/ACRS or other)
     5. Civilians subject to immigration legislation
     6. Victims of Conflicts (such as those in Ukraine, Sudan, and Israel) or any Mass Evacuation
     7. Rough Sleepers and/or Homelessness Victims
     8. Key Workers
     9. Victims of Abuse
     10. Victims of Storm Damage or other natural disaster
     11. Troops and Military Personnel assisting with a Crisis event, Disaster and/or Emergency
     12. Victims of a Crisis, Disaster and/or Emergency event
     13. Any other Cohort that the UK Government chooses to support and approves as a programme of work
  4. Individuals within an approved cohort shall be referred to as ‘Service User(s)’.
  5. Throughout this Lot 1 Part B, the term ‘Venue’, whether for Accommodation or Gatherings/Events, will have the meaning given to it as follows:
  6. 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.
  7. 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.
  8. 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.
  9. Please note that Suppliers pricing for this Lot 1 Part B must be equal to their pricing on Lot 4 for all pricing line items/single elements.

# **Overview of Services**

## **Mandatory Service**

* 1. As a free of charge service, the Supplier shall:
     1. 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
     2. Source and provide provisionally held options for suitable Venue(s) for Gatherings, Events and/or Accommodation
     3. 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.
     4. 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:
     1. Vessels (Berthed or Anchored) (Chartered or Purchased)
     2. Hotels/ BandBs
     3. Holiday/Caravan/Camping Parks, Resorts or Sites
     4. Commercial Housing and/or Apartments
     5. Serviced Apartments
     6. Student Accommodation and/or Staff Blocks
     7. Marquees/Tents and Modular Builds
     8. Conference Centres/University Halls/Community Halls/Exhibition Centres etc
     9. Any other Venue for Group Accommodation, including Hostels and Shelters
  2. No Accommodation or Venue type is excluded from this Lot 1 Part B, 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.
  3. 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 1 Part B. 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.
  4. 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.
  5. 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.
  6. 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:
     1. Have been subject to and satisfied a Disclosure and Barring (DBS), Disclosure Scotland, and/or AccessNI checks
     2. Have been subject to and satisfied Immigration and Right to Work checks
     3. Hold SC and/or DV security clearance
     4. 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:
     1. Gas Safety Certification;
     2. Fire Safety Report;
     3. Fire Risk Assessment;
     4. Evacuation Policy;
     5. Electricity Safety Certification;
     6. Lifting Operations and Lifting Equipment Regulations;
     7. Legionnaires Report;
     8. Food Hygiene Rating and Standards; and
     9. Pandemic Management Plan.
  5. The Supplier shall comply with its obligations with regards to health and safety as detailed in the Core Terms Clause 29.
  6. 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 1 Part B 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​:
     1. Breakfast with a beverage service;
     2. Hot lunch and evening meal​ with a beverage service​;
     3. Appropriate food and beverage provision for babies and small children;
     4. Where three daily meals may not meet the nutritional needs of Service Users, additional provision of food and beverage i.e. fruit snacks; and
     5. Where required, snacks to be made available 24/7
  4. Each meal should be assessed and approved by a suitably qualified professional to ensure that it meets the dietary needs of Service Users.
  5. The Supplier will and shall ensure that catering for relevant special dietary, cultural, or religious requirements is provided.
  6. 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.
  7. 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.
  8. Where instructed by the Buyer, the supplier may be required to issue Food Vouchers and/or Cash/Cards/Credit Tokens to Service Users.
  9. 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.
  10. Suppliers providing food and catering Services to the wider public sector are strongly recommended to comply with the mandatory requirements of GBS.
  11. Suppliers providing food and catering Services are required to comply with the aims of the Public Services (Social Value) Act 2012.
  12. Suppliers and their providers shall comply with all relevant laws and current legislation in relation to food and catering
  13. (e.g UKhttps://www.legislation.gov.uk/uksi/2019/1218/made).
  14. 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.
     1. Ground Transportation - see clauses 6.361 - 6.364 for further details
     2. Security Services - see clause 6.365 - 6.366 for further details
     3. Welfare Services - see clauses 6.367 – 6.372 for further details
     4. Case Management - see clause 6.373 for further details
     5. Gatherings/Events Equipment and/or PPE/Virus Test Kits - see clause 6.374 for further details
  2. Any additional service that is requested by the Buyer, but is not listed in 6.355 above, must be discussed and agreed with the Supplier.
  3. The Supplier’s responsibilities as Booking Agent under the Booking Service for any applicable Accommodation and/or Gathering Events Ancillary Services shall include but are not limited to the following:
     1. Source and contract Accommodation and/or Gatherings/Events Ancillary Services;
     2. manage the day to day relationship with the Delivery Partner(s);
     3. 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;
     4. conduct commercial negotiations; deliver commercial benefits and added value, action amendments and cancellations to the booking at the Buyers request;
  4. The Buyer is responsible for outlining the specific requirements under each service.
  5. 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).
  6. All Subcontractors must clearly be listed in order to provide additional Accommodation and/or Gatherings/Events Ancillary Services.
  7. **Ground Transportation (a)**
  8. The Supplier shall provide ground transportation for Service Users as required by the ​Buyer​, including but not limited to:
     1. Collection from / return to point of Embarkation / Disembarkation
     2. Transfer between ​Accommodation Venue and/or Gatherings/Events Venue (if being moved)
     3. Transport to and from appointments relating to health and/ or welfare
     4. Transport to and from community and/or religious Venues
     5. Transport to support community integration
     6. 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:
     1. Security personnel (Security Industry Authority Licensed)
     2. CCTV
     3. External lighting
     4. Intruder alarms
     5. Keys
     6. Locks
     7. Door
     8. Gates
     9. Barriers and fences
     10. Passes
     11. 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:
     1. Support in applying for benefits from the relevant authority
     2. Drug and alcohol services
     3. Medical and Health services, including sexual health services
     4. Specialist advice, such as debt advice
     5. Counselling, therapy, and psychological support
     6. Other welfare services
  2. 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:
     1. A local GP
     2. Dental
     3. Counselling
     4. General orientation of the local area
     5. Community integration
     6. Primary and Secondary health care
     7. Social care
     8. Financial support
     9. Education and/or schooling
     10. Employment support
     11. Advisory Services, e.g., Migrant Help
     12. And other Medical and/or Pastoral Services. *​​​​​*
  3. The Supplier may be required to assist Service Users in obtaining urgent medical care, as specified in the Call Off Order. ​​​​​ ​​​ ​​​​ ​ ​​​​ ​​​ ​​​ ​​​​ ​​​ ​ ​​​​ ​​ ​
  4. 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:
     1. Infectious diseases
     2. Alcohol
     3. Drugs
  5. 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.
  6. 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:
     1. Test kits (i.e. Virus Test Kits like those used in the Covid19 Pandemic)
     2. Personal Protective Equipment
     3. Tents
     4. Camp beds, bedding or equivalent
     5. 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
  2. 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) |
| Third Party Supplier Mgmt (c) | 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 Service Management | Everything in Venue Management (a) |
|  | Everything in Ancillary Service Management (b) |

* 1. Please note that delivering a Managed Service through this Lot 1 Part B 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 1 Part B.
  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:
     1. Welcome Packs, Briefings and Induction
     2. Check in and Check Out Services (including room allocations and reporting if required)
     3. Distribution of required items
     4. Post Booking and Contract Site Visits, Inspections and/or an On-Site Daily Presence
     5. Safeguarding, wellbeing observation and checks
     6. Damages and Damages Claims (above what is outlined in paragraphs 1.14-1.17 of the Specification)
     7. Complaints (above what is outlined in paragraphs 1.45 and 5.48 of the Specification)
     8. Service User signposting to and for help and Ancillary Services
     9. 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)
     10. 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:
     1. Toiletries
     2. A welcome food pack​
     3. Phone services with credit (i.e. mobile or landline)
     4. a relevant travel pass (i.e. for use on organised coach transfers)
     5. Details of local faith and belief groups or other helpful groups and organisations
     6. Details of local convenience stores, bus routes, other local attractions (where the cohort has flexible and unsupervised movement authorised by the Buyer)
     7. 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 Mandatory Service Requirements All Lots, paragraph 1.14, 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:
     1. The seeking of evidence (from the Venue Provider of the damage i.e. before and after photos)
     2. Investigating, and validating the claim
     3. Negotiating the damages claim with the Venue Provider on the Buyers behalf
     4. Liaising with the Buyer (on behalf of the Service User(s)) to understand, and represent their point of view to the Venue Provider
     5. Agreeing a rectification plan with the Venue Provider and Buyer (on behalf of the Service User(s))
     6. Managing the invoicing of the Buyer for any agreed funds due
  2. 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.
  3. 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 Mandatory Service Requirements All Lots, paragraph 1.45, 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:
     1. provide a single point of contact for the receipt of the referral from the Supplier, available 24 hours a day;
     2. record the feedback and Complaints referrals, including any cause, and any action taken by the Supplier in response to the feedback or Complaint;
     3. inform the Service User of the outcome of the action in response to the Complaint and any subsequent action to be taken;
     4. 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.
  5. The Supplier shall record in an auditable manner the number and type of Complaints for which the Supplier can be held culpable.
  6. 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:
     1. any Service User fraudulently claiming support;
     2. antisocial behaviour, suspicious or criminal behaviour, threatening behaviour or harassment;
     3. behaviour that may indicate that someone is involved in violent extremism, radicalisation or vulnerable to radicalisation;
     4. 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 (c)**

* 1. Where required by the Buyer and specified in the call off order, the Supplier shall deliver Ancillary Service Management services to the Buyer, for the relevant Accommodation and/or Gatherings/Events Ancillary Services booked under this Lot 1 Part B.
  2. The Supplier’s responsibilities for any applicable Accommodation and/or Gatherings/Events Ancillary Services shall include but are not limited to the following:
     1. 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
     2. Day to day operational management as required by the Buyer.
  3. 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 (d)**

* 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:
     1. Venue Taxonomy
     2. Venue descriptives
     3. Venue “Rate Cards”
     4. Venue availability
     5. Venue Tariff / “Rack Rate”
     6. Request status
     7. Cohort Taxonomy
     8. Cohort habitation rule set
     9. Contractual Status

F

* 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:
     1. Application Programme Interfaces (APIs)
     2. Other (a)synchronous IT protocols; eg EDI, FTP, SFTP, XML
     3. Portal uploads
     4. Manual entry
     5. Report provision
  2. 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:
     1. corporate payment cards, including virtual credit cards;
     2. invoice feeder files as a method of invoicing;
     3. billing to project and or cost centre codes;
     4. lodge cards / enhanced lodge card;
     5. consolidated invoice accounts, for example 10 or 30 days;
     6. individual and / or single bill back, for example not consolidated invoice; and
     7. 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.
  2. The Supplier shall work with the Buyer to implement card payment processes as required at no additional cost to the Buyer.
  3. 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.
  4. The Buyer reserves the right to request proof of the value of any such surcharges associated with payment by a purchasing card.
  5. 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.
  6. 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.

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# **Lot 1 Part C: CRISIS, UNPLANNED EVENTS AND EMERGENCY RESPONSE SOLUTIONS**

* 1. In addition to the above known programmes and cohorts in Part B, this Lot can also be used for Buyers who wish to provide Travel, Transport, Accommodation and Venue Solutions both for Staff as well as Civilians, whether they be UK and/or Foreign Nationals, booked for the specific purpose of responding to an unplanned Event, for example, a local or global crisis situation, including but not limited to pandemics, conflicts, natural disasters and a new surge in demand for support for Asylum Seeker and/or Refugee cohorts.
  2. Alternatively, this lot can be used by a Buyer in response to a specific need where a Buyer already has a recognised care or responsibility for a group of people who require urgent Accommodation or transport, for example, prisoners or patients on early release arrangements or victims of abuse. There are no restrictions on the cohort of Service Users eligible to use these services, providing that they are under the care of an eligible Buyer, the Buyer has given the Supplier the appropriate permission to the Supplier, and the appropriate Call Off Contract is in place to cover the required services.
  3. If requested by the Buyer, the Supplier shall provide the following services. Requirements are to be set out or referred to in the relevant Call Off Order Form:
     1. air/ boat/helicopter/rail chartering and wet leasing of aircraft or vessels
     2. crisis management services (including repatriation, emergency Accommodation and medical evacuation or MEDEVAC);
     3. urgent passenger vehicle transportation via taxi, coach or other road vehicle. This includes either for use by individuals or by groups on an ad hoc or regular / scheduled basis. Service Users may include any Cohort including, but not limited to, Civilians, Patients, Prisoners, Military Personnel, Victims of Abuse or Storm Damage or other UK/Foreign Nationals.
  4. The Supplier shall provide, if requested by the Buyer, chartering or leasing of a berthed or anchored Vessel (boat/ship/barge) for Accommodation purposes and associated logistical support, including but not limited to liaising with Port Authorities and securing authorised crew to provide onboard services, such as catering and laundry.
  5. The Supplier shall take overall responsibility for ensuring that all Subcontractors engaged for the provision of air/boat/helicopter/rail chartering and wet leasing services under this Contract are compliant with the current and future legislation pertaining to all such charter and wet leasing services.
  6. The chartering of boats and flights as part of the Buyer’s response to a crisis situation are to cover a number of eventualities. For example this could be a global requirement to return British Nationals back to the UK, at short notice, from anywhere in the world. Charter flights may be required when there are either no or limited commercial flights or usage of such scheduled commercial flights is not deemed appropriate by the Buyer.
  7. The Supplier will be responsible for working both with airlines and charter providers or brokers, to Source flight solutions in accordance with the Buyer’s specific requirements.
  8. The Supplier will have global coverage and require extensive knowledge of the air industry. This knowledge and relationships with representatives of the air industry around the world will be critical in allowing the Supplier to work with a number of stakeholders in the industry including ad hoc markets to liaise with local carriers when required.
  9. Additional services can also be included at anytime, to be delivered when part of a travel project or programme of work, for example but not limited to, a managed quarantine service, repatriations, a surge in demand for Approved Civilian Programmes such as Accommodation for Asylum Seekers or Prisoners.
  10. This could be where there is a requirement for a Buyer and/or member of the public to book and pay for supporting elements of quarantine travel or Accommodation, such as viral test kit(s), to administer and/or complete loan/Undertaking to Repay (UTR) processes to enable a booking to be made if/when authorised in writing by the Buyer responsible for the project/programme of work, or similar such activities, if the emergency situation dictates and the Buyer authorises this.
  11. This could also be where the Buyer requires the Accommodation and/or Gatherings/Events Ancillary Services outlined in Lot 1 Part B, for a new cohort of Service Users or in response to a new Emergency Response action in support of a Service User type already using Part B of this Lot.
  12. CCS in partnership with the Buyer can add additional travel and Venue services required by framework Buyers and their travellers at any time to support the response to any crisis situation or event e.g. global pandemics.
  13. In exceptional circumstances, for example in a national emergency situation, and if required by the Buyer, the Supplier must provide the capability for Civilians to book their own travel, transport, Accommodation or Venue services either via the Supplier’s Online Booking Solution or Offline. The Supplier should work with the Buyer to agree reasonable and acceptable timelines for delivery of any such bespoke booking solution.

## **Reporting**

* 1. If the Supplier is requested by a Buyer to support the response to any crisis or Emergency Response activity that is of significant media or public interest, the Supplier shall:
     1. notify CCS at the earliest opportunity, and as a minimum, within 4 hours of their engagement commencing
     2. upon request by CCS, and at a minimum of twice per year, provide a summary report detailing the negotiated savings and additional benefits secured with end Service Providers in support of any Emergency Response activity
     3. (providing the disclosure of such information would not compromise national security in any way) provide a report at a frequency agreed with CCS (minimum monthly) of the number of bookings or room nights, as applicable, booked in support of this programme or project
     4. Update HEART with any relevant Management Information, if applicable, at the required frequency as per paragraphs 6.410 – 6.416 inclusive of Lot 1 Part B.