# **LOT 3 - VENUE -FIND AND SUPPORTING SERVICES FOR MEETINGS, CONFERENCES AND EVENTS**

# **INTRODUCTION**

* 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 and /or other nominated Individuals.
  3. The purpose of this Lot is to provide Venue Find and relevant Business Venue Provided Services for Events on a residential or non-residential basis for Business Users. Within the scope of this agreement, virtual/digital and hybrid meetings are included.
  4. Accommodation can be booked in the same, or separate locations, to that of the Event itself as appropriate, and can comprise any number of rooms up to and including for all Delegates and Event Staff.
  5. In addition to Venue and Accommodation Find, as described above, the Supplier may also be asked to Source a range of additional services in connection with, and support to, the Event itself including, but not limited to:
* Food, beverage and catering services
* Ground Transport to / from / between Venues and Accommodation or other locations specified by the Buyer (see details in Ground Transportation for Business Users below)
* Venue Provided Services that are provided/arranged by the Venue/ Accommodation Provider, which can include but is not limited to copying, printing, staging, break out rooms, and any Delegate management and Delegate registration services not being undertaken by the Supplier
* If required by the Buyer supporting ancillary services such as PPE, test kits shall also be provided.
  1. **Group Bookings / Accommodation** - is within scope of this lot, as long as it is needed in relation to an Event and for Business Travel only and can not be booked separately without an associated Event.
  2. Delegates use of this lot is solely for authorised Business Users - which include but are not limited to a Buyer's own staff or contractor(s) and can include Troops, guests and VIP’s for Business Travel use who are attending an Event, by authorisation of the Buyer. See all lots Call-Off Contract Access for specific details and inclusions.
  3. For clarity Accommodation not associated with Venue Find and Events is available via Lots 1, 2 or 4 of this Framework, as appropriate.
  4. **Out of Scope:** Any Group Booking/ Accommodation for UK or overseas Approved Civilian Programmes, where an Approved Civilian Programme has the following meaning: a civilian cohort that are under a Buyer’s responsibility and/or care, and is fully supported by the UK Government which may include but not be limited to Civilian/Refugee/Prisoner and Asylum Seekers.

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

* 1. 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)This service is available to any Buyer and /or other nominated individuals. This includes the booking of Venues for exclusive use and Group Bookings, for Business Users.
  2. 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.
  3. 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 (like was needed during Covid19), to fully embrace both planned and unplanned change.
  4. 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:
* Queen Elizabeth II Conference Centre;
* Government departmental training centres
* University post graduate centres
* Local Government town halls, community centres, etc.; and / or
* Voluntary and community sector providers of Events space
  + 1. **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:
* Meeting, exhibition and Events Venues;
* Hotels; or conference and meeting Centres
* All other commercial Venues, including but not limited to marquees or buildings in Parks, resorts, sites etc
  1. Volume data is included in pricing, which outlines the historical split of bookings between the three Tiers.
  2. 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.
  3. 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).
  4. 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.
  5. 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).
  6. 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.
  7. 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:
* name and location of the Venue, with directions;
* 24-hour meeting rate and / or day Delegate meeting rate with full details of what these packages include
* room hire rate with refreshments comparison, if applicable;
* best value for money / most cost-effective option;
* syndicate rooms requested and any additional cost;
* additional equipment requested and any additional cost;
* cancellation policy (particularly cut off dates for no charge cancellation); and
* 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
  1. The Supplier shall seek to achieve best value for money and present the same to the Buyer by considering 24HR 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.
  2. 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 Delegates and/or have any special requirements, either by phone, email, enquiry form and / or a booking system.
  3. 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 The Authority or the Buyer has been obtained.
  4. The Buyer will require pricing (if 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.
  5. 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.
  6. 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.
  7. In line with all lots specification mandatory elements in section 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 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.
  8. 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.
  9. 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.
  10. If required by the Buyer, the Supplier shall provide an onsite single point of contact to the Buyer for Event liaison purposes.
  11. 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.
  12. If required by the Buyer, the Supplier shall provide Delegate management service(s) incorporating Delegate registration services that includes but 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.
  13. 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.
  14. 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.
  15. The Delegate pack must be approved by the Buyer’s meeting organiser before being issued to Delegates.
  16. 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.
  17. 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:
* unique meeting ID number;
* confirmation number and or reference number;
* Booker email address;
* Booker and or organiser name;
* Venue name;
* Venue address including postcode and map view;
* contact details for the Venue and a named contact at the Venue;
* date of meeting and timings;
* 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;
* payment method, for example payment on departure, bill back and or payment card;
* 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;
* clear information on how to make cancellations and amendments;
* the Supplier’s out of hour’s emergency telephone number;
* staff number and or cost centre;
* notification of whether any additional documentation i.e. tickets needed prior to the date of the meeting;
* Accommodation room descriptions / specifications / amenities (e.g. safe, hairdryer, bath, shower);
* rate inclusions / exclusions (e.g. breakfast, evening meal, local tax, Wi-Fi);
* Accommodation facilities (e.g. gym, parking, restaurant);
* Accommodation location (e.g. distance from local transport / nearest station);
* accessibility information and any access restrictions;
* the Venue’s green credentials and/or sustainability credentials; and
* planned Venue renovations coinciding with the date of the meeting/Event.
  1. The Supplier should also provide a facility for booking confirmation emails to be sent to additional email addresses (e.g. the Booker’s line manager).
  2. 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:
* purchase order number;
* invoice number;
* Venue name;
* Booker and/or organisation’s name;
* title of meeting;
* date of meeting and duration;
* date of booking;
* location of meeting and or Venue;
* number of attendees;
* whether free or paid government estate, voluntary and community sector, or commercial Venue;
* total cost (inclusive and exclusive of local taxes);
* cost breakdown by element (for more complex bookings outside the free government estate), (for example Venue, catering, audio and or audio visual, Delegate management);
* organiser cost centre code;
* unique meeting ID number (to remain the same throughout the life of the booking); and
* invoice date
  1. 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:
* obtain any relevant authorisation from the Buyer for approval of additional charges; or
* challenge any unauthorised additional charges with the Venue and, where possible, ensure these are removed from the invoice.
  1. 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.
  2. 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.
  3. 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).
  4. 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.
  5. 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.
  6. As Suppliers capability for a more comprehensive Online offering for Venue Find Services develops over the lifetime of this framework The Supplier shall ensure that their Online offering complies with all relevant in scope elements in MANDATORY SERVICE REQUIREMENTS: LOTS 1-2.

# **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 Call-Off Schedule 5 (Pricing Details) for that lot and Supplier.
  2. The core element of this requirement remains as Venue Find and supporting 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 Call-Off Schedule 5 (Pricing Details) .

# **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 content 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 etc, 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. The booking process for booking 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 as well as dedicated email addresses and dedicated phone numbers.
  8. 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.
  9. The Supplier shall provide the Buyer with full access to all Accommodation choices including but not limited to Hotels, B and B’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.
  10. If required by the Buyer, supporting Accommodation / Venue Provided Services such as, but not limited to, food, beverage and / or laundry services can and shall also be provided via this Framework Contract.
  11. The Supplier shall provide an Offline Booking Solution which offers the Buyer all options as reflected in the Online Booking Solution as well as any available offline content which may not be reflected in the Online Booking Solution.

**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

(e.g. UK <https://www.legislation.gov.uk/uksi/2019/1218/made>).

* 1. 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.
  2. 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.
  3. 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.
  4. 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.
  5. 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.
  6. 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.

# **Feedback Requirements**

* 1. The Supplier shall provide a mechanism to provide feedback on an Event (Online or Offline). The feedback facility must request the user’s email address as a minimum so as to identify the provider of the feedback. The Supplier shall review this feedback as part of account management and provide recommendations and ideas as to how to remedy and/or prevent any poor service issues occurring and take reasonable steps to avoid such issues occurring again.
  2. The Supplier shall provide a facility for the Buyer to register Complaints as details in Complaints Procedure Requirements in All lots specification.

# **Travel for Events**

* 1. For the avoidance of doubt for this lot Ground Transport can only be provided when it is required in connection with, and support to, the Event itself.
  2. Should travel services be required to and from the Venue, then the Air/Rail/ Ferry services outlined within the other lots of this RM6342 offering can be used, as relevant to the Delegate’s requirements.
  3. 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; e.g. 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.
  4. The Supplier shall provide an Online Booking Solution or an Offline Booking Solution service to book Ground Transportation.
  5. This includes, either for use by individuals or by groups on a scheduled basis for Business Users may include:
* coaches / minibuses
* taxis / minicabs
  1. As part of the Buyers’ Call off Contract Suppliers may be required to liaise with Third Party Providers to accommodate special requests / requirements, these may include, but are not limited to:
* accessible vehicles and associated accessibility aids; e.g. ramps
* other vehicle specifications; e.g. number of seats, type of seat belts, emissions standards
* additional security / security requirements during journeys
* vetting of drivers / provision of Certificates of Initial Fitness
* ad hoc vehicle inspections

# **Taxis / Minicabs**

* 1. The Supplier shall provide a service where possible for the Buyer to make minicab car / taxi 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 Bookings for pre-booked trips and the Supplier is to ensure that in either case suitable Service Levels are in place with the Service provider to ensure the Suppliers Service Levels are adhered to. The Supplier is also to include any such minicab / taxi Bookings within their existing reimbursement / payment systems and processes such that the Traveller does not have to pay the Third Party Provider directly.
  3. If required by the Buyer, supporting Accommodation / Venue Provided Services such as, but not limited to, food, beverage and / or laundry services can and shall also be provided via this Framework Contract.

# **CCS Public Sector Negotiated Programmes**

See Specification of Requirements for All Lots, paragraph 4.1 to 4.5 for more info.

# **Damages to Venues by Service Users**

See Specification of Requirements for All Lots, paragraph 1.14 to 1.17 for more info.