**FRAMEWORK SCHEDULE 1 (SPECIFICATION)**

**TRAVEL TRANSPORT ACCOMMODATION and VENUE SOLUTIONS**

**REFERENCE NUMBER**

**RM6342**

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## 

# **INTRODUCTION**

* 1. The purpose of this document is to provide a description of the Services for each of the Lots and related Deliverables that the Supplier may be required to provide to the Buyer as specified under the relevant Call-Off Contract and as set out or referred to in the relevant Order Form.
  2. The Deliverables and any Standards set out in this Framework Schedule 1 (Specification) may be refined (to the extent permitted and set out in the Order Form) by a Buyer during a Further Competition Procedure to reflect its Statement of Requirements for entering a particular Call-Off Contract.
  3. The Supplier must only provide the Deliverables for the Lot(s) that they have been appointed to under the relevant Framework Contract.
  4. For all Lots and/or Deliverables, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.
  5. CCS does not warrant that any Buyer will either:
     1. enter into a Call-Off Contract; or
     2. that even if it signed a Call-Off Contract, the Buyer will always use the Call-Off Contract to purchase the Services,
     3. and each Buyer will refine its requirements through a Call-Off Contract that will be signed by the Supplier and the Buyer.
  6. CCS requires the Supplier to deliver the Services effectively to Buyers; provide evidence they are doing this through the Supplier performance management process, report spend, commercial benefits and any compliance requirements, market the Framework Contract effectively, manage onboarding and exit. Suppliers shall note the Government’s objective is to reduce costs and fees associated with business travel and Venue find by all Buyers, as well as those associated with Approved Civilian Programmes.
  7. The Buyer(s) has made (or will make) the decision which, if any, Call-Off Contract(s) they wish to enter into with the Supplier.
  8. The procurement of the Services has been advertised by publishing a notice on the Find A Tender Service (FTS), advertising the Open Procedure under the Regulations.
  9. The Supplier acknowledges that Buyer(s) may not necessarily procure their requirements for Services through the same Call-Off Contract as their parent Central Government Body or wider public sector body. For illustrative purposes only, the Foreign, Commonwealth and Development Office (Parent) may use a different Call-Off Contract from the British Council (Buyer).
  10. In relation to each Call-Off Contract entered into by the Supplier and a Buyer, the Supplier is appointed to, and will, provide the Services set out or referred to in the Order Form for that Call-Off Contract.

## **Booked Services and Managed Services (Agent and Principal)**

* 1. For the purpose of this framework, the Supplier will be providing a Booked Service, acting as the Agent and passing the responsibility of the End Service provision to the chosen service delivery provider: i.e. the Accommodation Provider, airline, Train Operating Company (TOC), vehicle hire provider etc. Therefore, the Supplier must ensure that they have the appropriate partnerships or subcontractual agreements in place with the supply chain.
  2. In Lots 1 (Part B) and Lot 4, once a booking has been confirmed, the Buyer will have the choice of requesting a Booked Service (where the supplier acts as Agent) or a Managed Service (where the Supplier acts as Principal), depending on the Buyer’s requirements as specified on the Call Off Order Form. Details of these delivery models are included in the relevant lot-specific sections of these Specification documents.
     1. It is the responsibility of the Supplier to ensure that they obtain written confirmation from the Buyer on whether they expect the Supplier to provide a Booked Service or a Managed Service
     2. Once the above confirmation has been obtained, the Supplier must then obtain the relevant additional insurances in order to meet any increased liability that a Managed Service responsibility may bring, and follow the relevant tax and VAT processes as outlined by HMRC.
  3. The Supplier must submit the roles and responsibilities of their supplier partnerships, including all sub-contractors as part of their submission and this will form part of the framework minimum standards, with flexibility to enhance upon the standard status at Call Off stage.

## **Damages to Property by Service Users**

* 1. If a contracted End Service provider (eg. hotel, airline, train operating company, Venue) makes a claim against an individual or group of Service Users for damage to the provider’s property in any way, through willful, negligent or accidental activity, the Supplier shall notify the relevant Buyer immediately and if required by the Buyer, ensure that a written report and photographic evidence is obtained from the service provider and shared with the Buyer within 7 (seven) days of the claim being made. However, the Authority would expect that accidental damage to property by Service Users whilst in the care of the service provider is covered by insurances obtained and held by the End Service provider themselves.
  2. The Supplier shall not make any payment to the End Service provider on the Buyer’s or Service User’s behalf in respect of such damage claims without the prior consent of the relevant Buyer.
  3. Where a Supplier is providing a Booked Service (acting as the Agent) on the framework, ultimate responsibility for any wilful, negligent or accidental damage to the property of the service provider will sit with the Buyer or the individual Traveller/Delegate, as determined by relevant applicable law and the Buyer’s internal policies as applicable.
  4. Where a Supplier is providing a Managed Service (acting as the Principal) on the framework (Lot 1 Part B and Lot 4 only), the framework Supplier shall assume ultimate responsibility and liability for resolving any claims made by the End Service provider for damage to their property, indemnifying the Buyer themselves from any responsibility. It is therefore the responsibility of the Supplier in this instance to obtain both the required evidence of damage and the relevant additional insurances required for assuming this additional liability. However, the Authority would expect that accidental damage to property by Service Users whilst in the care of the service provider is covered by insurances obtained and held by the End Service provider themselves.

## **Data Reporting Requirements**

* 1. The Supplier will provide real-time data to CCS or the Buyer on request and in such format as required by CCS and/or the Buyer. Such real-time data will include all Orders received and transactions occurring (under the relevant Call-Off Contract) after such request. Where data is being handled within the correct data security requirements, the Supplier shall not refuse a data request made by the Buyer and/or CCS, unless deemed unlawful.
  2. By the 12th of the first Month of each quarter, and for the duration of the Framework Contract and the Call-Off Contracts, the Supplier shall complete the following reports at CCS level:
  3. a completed template (template to be provided by CCS following award of the Framework Contract) to report actual spend and savings each quarter; this shall be available at parent and ALB (Arm’s Length Body) level. This will include (a) savings against initiatives highlighted by CCS (b) identification of further savings opportunities for each Buyer(s). This report shall include the value of savings opportunities and actions required to achieve these savings. Savings shall be reported by the Supplier against three different baselines which will be advised by CCS. For example, the current baseline data, the prior year baseline and the market baseline. The data required by CCS from the Supplier is subject to change; this may include for example air savings based upon routes broken down for domestic, European and international routes;
  4. a completed Quarterly Supplier Action and Continuous Improvement Plan (SAP) template showing progress on actions including delivery on social value milestones (template to be provided by CCS following Framework Contract award); once a continuous improvement plan is accepted it is to be reviewed every quarter.
  5. quarterly reports (CCS to provide templates for each following Framework Contract award) in relation to CCS Public Sector Programmes;
  6. a completed Framework Review Meeting Action Points template including any identified risks, issues, Complaints, concerns and future opportunities in relation to the Services. The template shall be provided by CCS following Framework Contract award;
  7. a completed KPI/SLA/Service Credit Performance Reports template as defined in Framework Schedule 4 (Framework Management) and Call-Off Schedule 14 (Service Levels). The template shall be provided by CCS following Framework Contract award;
  8. a minimum of one case study per quarter for the duration of the Framework Contract to evidence the savings, benefits or added value of the Framework Contract. In the unlikely event that a case study is not available on any given quarter then the Supplier shall provide confirmation of this to CCS; and
  9. where the primary reporting system and/or methods are unavailable, the Supplier shall provide to the Buyer and/or CCS alternative systems and/or methods of delivery.
  10. If requested by the Buyer and/or the Authority, pre-trip data (i.e. data booked before it has been utilised) shall be provided by the Supplier in an agreed and secured format in a timely manner. This is likely to only be requested in an emergency scenario where the provision of a Buyer’s pre-trip data to either the Buyer or the Authority has an overall benefit to His Majesty’s Government. Security controls, including GDPR, will be respected in full as a result of any data share between the Supplier and the Authority. In emergency situations the Supplier shall not refuse a data request unless deemed to be unlawful.
  11. If requested by the Authority, the Supplier shall provide information or a report on any of their organisational policies and processes that support Government policies and objectives and/or Ministerial policies. These could include but not be limited to areas such as digital strategy, diversity and inclusion or sustainability.
  12. If requested by the Buyer, the Supplier shall provide a data-flow mapping document that details what data (e.g name, email address etc) must be passed to any sub-processors or third parties in order to provide the different services (e.g. rail bookings, accommodation or flights), along with details of how such data is transferred and stored within the Supplier’s solution and/or supply chain. The Supplier must only pass data on to sub-processors and third parties where there is a business need to do so, following prior agreement with the Buyer. If the sharing of a data-flow mapping document with a Buyer would contravene a Supplier’s own security protocols, the Supplier should at a minimum, present the equivalent document to the Buyer either face-to-face or via a virtual meeting, in place of sharing the document itself.
  13. In the event that a Non Disclosure Agreement (NDA) is required to protect the sharing of official sensitive information or information of an even higher security classification, then the Supplier shall provide this within 5 working days of receipt of the NDA.

## **Customer Satisfaction**

* 1. The Supplier will be required to conduct at minimum an annual customer satisfaction survey of all Buyers with Call Off Contracts with them in place under this Framework.
  2. The Supplier will be required to share the results of these surveys, including original responses from individual Service Users and/or Buyer organisations, with the Authority on request, or at the next Framework Review Meeting meeting following completion of the survey.
  3. The Buyer and/or the Authority, as applicable, may undertake further satisfaction surveys with Service Users in respect of the Supplier's provision of the Services of their own volition.

## **Audits**

* 1. The Authority has the following rights in respect of auditing the Suppliers activity in relation to the delivery of this Framework Contract:
  2. to undertake in good faith any reasonable audit or check in relation to both the Supplier and any Subcontractor of the Supplier of any and all information regarding any matter related to performance of or compliance with this Framework Contract, including full access to records of the Supplier’s Charges in relation to the performance of this Framework Contract; and
  3. the Supplier shall use reasonable endeavours to procure that each Sub-Contract shall contain rights of audit in favour of the Authority substantially equivalent to those granted by the Supplier in this Framework Contract
  4. the Authority’s rights shall not extend to:
  5. information which is of a legally privileged nature; and
  6. confidential data relating to employees that cannot be provided as a matter of law (provided that, upon request and to the extent consistent with law, such data shall be provided in a format that redacts the employee names, addresses and other identifying data).
  7. the Authority shall use reasonable endeavours to coordinate its audits and to manage the number, scope, timing and method of undertaking audits so as to ensure that the Supplier is not, without due cause, disrupted or delayed in the performance of its obligations under this Framework Contract or otherwise
  8. the Supplier shall promptly provide full cooperation in relation to any audit or check including, to the extent reasonably possible in each particular circumstance
  9. making any contracts and other documents and records required to be maintained under this Framework Contract (whether exclusively or non-exclusively) available for inspection;
  10. providing copies of any contracts and other documents or records reasonably required by the Authority’s auditor and/or granting copying facilities to the Authority’s auditor for the purposes of making such copies; and
  11. complying with the Authority’s requests for appropriate access to senior personnel engaged in the Supplier’s performance of this Framework Contract.

## **Complaints Procedure Requirements**

* 1. The Supplier shall provide CCS with a quarterly consolidated report for the duration of the Framework Contract capturing all Complaints received from Buyer(s) or persons using the Services. These reports shall include the date the Complaint was received and resolved, complainant contact details, the nature of the Complaint and actions agreed and taken to resolve the Complaint and any changes to processes and lessons learned. In addition the Supplier shall on a quarterly basis provide the relevant Buyer with a consolidated report detailing all Complaints received by the Supplier relating to that Buyer’s Call-Off Contract(s).

## **Supply Chain Management**

* 1. The Supplier shall comply with the requirements set out in Joint Schedule 6 (Key Subcontractors) and/or any amendments to the Schedule by the Buyer at Call Off stage.
  2. The Supplier shall be the primary point of contact for all third party Subcontractors/Key Subcontractors and shall therefore be responsible for managing, controlling and maintaining all relationships throughout the duration of the Framework Contract and Call Off Contracts.
  3. The Supplier shall monitor, record and measure the performance of its third party Subcontractors/Key Subcontractors via an appropriate management system
  4. The Supplier Shall manage risk (including critical points of failure) within the supply chain, protect the contractual position and ensure value for money for the Buyer under any Call Off Contract
  5. The Supplier shall ensure that all third party Key Subcontractors and Subcontractors carry adequate insurance and that they are legally and professionally compliant in all activities undertaken under this Framework Contract including and not limited to any relevant Security clearance levels.

## **Social Value**

* 1. Social Value legislation places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity to deliver them. These benefits are over and above the core deliverables of contracts.
  2. General information on The Social Value Act can be found at:
     1. <https://www.gov.uk/government/publications/social-value-act-information-and-resources>
  3. Recently updated social value themes for public bodies can be found on this link:
     1. <https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>
  4. This Framework Contract provides Buyers with a means to embed the Social Value Act 2012 which must be considered in all Call-Off Contracts through reviewing policy themes such as:
     1. Tackling economic inequality;
     2. Fighting climate change; and
     3. Equal opportunity.
  5. Suppliers are expected to act with these priorities in mind, and the Authority may discuss these priorities as part of framework management meetings.
  6. The Buyer’s requirements will be set out in its Statement of Requirements developed and issued in accordance with the Call-Off Procedure. The Supplier shall comply with and/or identify proposed Social Value initiatives in accordance with the Buyer’s requirements and proportionate and relevant to each Call-Off Contract. The Buyer can specify any particular Social Value priorities in the relevant Call-Off Contract.
  7. The Supplier shall deliver measurable benefits and impacts in respect of the Social Value priorities when identified in the relevant Call-Off Contract.
  8. The Supplier shall record and report performance against the Social Value requirements when detailed in the relevant Call-Off Contract.
  9. The Supplier shall report on Social Value issues to the Buyer and/or CCS as agreed.
  10. The priorities in this procurement are:
      1. **Tackling Economic Inequality:** CCS is committed to tackling economic inequality and wants the Supplier to support this through the performance of the contract with the creation of new jobs and skills, as well as increasing supply chain resilience. The Supplier is required to support and deliver this through compliance to and activities/policies such as:
         1. The Supplier shall have a fair and equal pay policy and aim to pay all employees the National Living Wage, irrespective of age where the same role is being performed. The Supplier shall ensure compliance with the National Minimum Wage and National Living Wage legislation.
         2. Contracting with SMEs and VCSEs.
         3. All organisations with 250 or more employees shall publish and report specific figures about their gender pay gap, and the Supplier is expected to progress towards equalising this.
         4. The Supplier shall ensure compliance with the Working Time Directive in relation to delivery of any part of the Services.
         5. Tackle inequalities through upskilling and supporting people to be successful in employment, especially those from vulnerable or disadvantaged groups.
         6. Pay people fairly for the work they do and work with other companies with similar values and policies.
      2. **Fighting Climate Change:** CCS wants to ensure Suppliers with whom CCS do business take effective stewardship of the environment, which delivers environmental benefits in the performance of the contract that support environmental protection and improvements in line with Government policy and to ensure UK carbon net zero is achieved by 2050. The Supplier shall:
         1. Report on CO2 emissions per trip including offering the most environmentally efficient route/trip and demonstrate compliance to the Energy Efficiency Directive including options to offset.
         2. Provide Information, where required by the Buyer, on all relevant Services to assist customers in the task of calculating their total carbon footprint.
         3. Influence staff, suppliers, customers and communities through the delivery of the contract to support environmental protection and improvement
         4. Through training and education, influence behaviour to reduce waste and use resources more efficiently in the performance of the contract.
      3. **Equal Opportunity:** CCS is committed to tackling inequality and giving everyone the opportunity to fulfil their potential. The Government’s Good Work Plan affirms the government's ambition that all work should be fair and decent, and that everyone, regardless of where they live in the UK or which sector they work in, should be able to benefit from high quality jobs. We require the Supplier to support and deliver this through activities such as:
         1. Suppliers are required to demonstrate action to identify and manage the risks of modern slavery in the delivery of the contract, including in the supply chain.
         2. Through understanding of the modern slavery risks and issues affecting the market, industry, sector or country (of origin or of source) relevant to the contract, and the workforce in the tenderer’s own organisation and those of its key sub-contractors.
         3. Contribute to reducing the Disability and Inclusion gap.

## **Definitions**

* 1. In this Schedule certain words set out in Annex 1 (Supplementary Definitions) to this Schedule shall have the meanings given in Annex 1 (Supplementary Definitions) and these defined terms shall supplement Joint Schedule 1 (Definitions).

## **Payment Methods**

* 1. The Supplier must facilitate payment by the Buyer of the Charges under a Call-Off Contract under any method agreed with the Buyer in the Order Form. This includes but is not limited to payments for and/or by Civilian Cohorts where applicable.
  2. The Supplier must facilitate a change of payment method during the term of any Call-Off Contract.
  3. The Supplier shall not charge the Buyer, nor CCS, for a change in payment method during the term of the Call-off Contract or for the implementation of the original payment method as agreed with the Buyer in the Order Form.
  4. The Supplier shall adhere to the Government’s PPN 08/21 on prompt payments to and in the supply chain, as found here:
     1. <https://assets.publishing.service.gov.uk/media/61714fc4d3bf7f55fe946cfd/PPN_0821_FOR_PUBLICATION_Final.pdf>

# **THE LOTS**

* 1. The Services are divided into four (4) Lots:
     1. Lot 1: UK and Overseas-Booked Business Travel, Approved Civilian Programmes and Emergency Response Solutions;
     2. Lot 2: UK-Booked National and International Business Travel;
     3. Lot 3: Venue-Find and Supporting Services for Meetings, Conferences and Events; and
     4. Lot 4: Accommodation and Venues for Approved Civilian Programmes
  2. The requirements for the Services within each Lot are contained in paragraphs 3 to 9 of this Specification. The relevant Order Form shall specify which of these Lots are required under the relevant Call-Off Contract. Buyers may require other similar Services, which will be detailed in the Statement of Requirements in accordance with the Call-Off Procedure and set out or referred to in the relevant Order Form.
  3. The minimum Service standards and Service Levels that will apply to the Supplier’s performance of the Services for each relevant Lot are set out in Call-Off Schedule 14 (Service Levels) of the relevant Call-Off Contract. It is the Buyer’s responsibility to review these minimum Service standards and Service Levels (as appropriate) to ensure they are adequate for the Buyer’s needs. Where, through a Further Competition, the Buyer wishes to vary the Service Levels it will set out its varied requirements in the Statement of Requirements in accordance with the Call-Off Procedure if required.

# **MANDATORY SERVICE REQUIREMENTS ALL LOTS**

* 1. The Buyer will confirm its requirements for the Services in the Statement of Requirements issued under the Call-Off Procedure.
  2. The Supplier shall create a relevant generic email address which shall be used for all Buyers’ queries.
  3. The Buyer is not obliged to procure all of the Services described in this Schedule. The decision on which Services will be procured will be set out in the relevant Order Form.
  4. The Buyer does not guarantee any exclusivity, quantity or value of work under the relevant Call-Off Contract.
  5. In the performance of the Services and the Supplier’s other obligations under the Contract, the Supplier will at all times comply with all applicable Law and have in place and maintain all required registrations, certifications and affiliations.
  6. The Supplier will ensure that it has sufficient levels of suitably qualified personnel with the relevant experience available at all times to provide the Deliverables in accordance with the Service Levels throughout the duration of the Contract. Failure to do so shall amount to a material Default of the relevant Call-Off Contract entitling the Buyer to terminate without notice. A high quality service is deemed to be when the Service Levels specified in Call-Off Schedule 14 (Service Levels) are exceeded on a permanent basis.
  7. The Supplier shall ensure that its staff understand the objectives and implement the relevant Policy/Policies of the Buyer relating to Travel, Expenses, Events or Approved Civilian Programmes and shall provide the levels of customer service in accordance with Call-Off Schedule 14 (Service Levels) to the Buyer throughout the Call-Off Contract Period including an escalation process for out of policy bookings or attempts to book.
  8. The Supplier will provide additional supporting services not specifically identified in this Schedule, but that are reasonable and typical within the industry for the Services such as travel advice. Such supporting services will be provided upon request and at no charge to the Buyer.
  9. Changes to the way in which the Services are to be delivered which could potentially have a material adverse effect on the Deliverables must be brought to the Buyer’s attention as soon as reasonably practicable and shall be agreed between the Buyer and Supplier prior to any changes being implemented.
  10. Subject to Paragraph 3.9 where Deliverables are described in this Schedule but are not mentioned in the pricing matrix, the pricing of such Deliverables shall be deemed to have been included in the Supplier’s overall offering and therefore no additional pricing can be charged or added.
  11. The Supplier shall use all reasonable commercial endeavours to understand and reduce supply chain impacts and risks to the Buyer and ensure that it leverages the aggregate volumes it manages on behalf of the Buyer, to work with its supply chains to deliver sustainable and efficient services with the aim of achieving the best long-term, overall value for money for the Buyer.
  12. The Supplier shall present new, more efficient and effective ways of working to the Buyer during the contract review meetings, in accordance with Call-Off Schedule 15 (Call-Off Contract Management), including pro-actively developing and presenting market analysis and recommendations, to leverage market opportunities further on an ongoing and continuous dynamic basis, offering expertise, knowledge and advice regularly on the design and ongoing development of His Majesty’s Government’s, or individual Buyers’, travel policies, market intelligence/reports, training of end-users and communications best practice etc. as a trusted professional travel adviser, beyond that of just a travel provider.
  13. The Supplier shall ensure that all Supplier Staff, and those of their Service Providers and Subcontractors/Key Subcontractors, hold and maintain all required National Security Vetting (aka Security Clearance) and / or other work suitability checks; including but not limited to Right to Work, Disclosure and Barring Service (DBS), Safeguarding; as specified by the Buyer in the Call Off Order.
  14. The Supplier shall take overall responsibility for ensuring that all Third Party Providers that they engage under the relevant Call-Off Contract are compliant with the current and future legislation applicable to all Services, including, but not limited to all applicable Laws relating to coach hire and driver services and minicab / taxi booking services in the relevant lots on this Framework Contract.

## **Support for Travellers and Bookers**

* 1. The Supplier shall ensure that they have a 24/7 365 (366 in Leap Years) Out of Hours emergency telephone number that may be used by the Buyer to contact the Supplier outside of Core Hours, as and when required.
  2. The Buyer shall notify the wording for any automated attendant model and/or interactive voice response telephone script to the Supplier, which shall be used when processing offline bookings by telephone. Answer machines and/or automated attendant models shall be kept to 1 level of the call tree.
  3. The Supplier shall provide support to Travellers or Bookers who may have specific requirements related to Protected Characteristics, outlined in the Traveller’s or Booker’s profile or communicated during the booking process, to ensure that they are able to access the Services and that all associated travel and booking arrangements are met. In particular any requirements relating to disability are to be catered for in accordance with the Equality Act 2010.
  4. The Supplier shall advise, at the time of booking, any publicised travel issues that may disrupt the Traveller’s journey or booking including, but not limited to, hotel refurbishments, travel disruptions, flight delays, adverse weather, industrial action, specific events (e.g. football matches).
  5. The Supplier shall arrange any supporting services required by Travellers and/or Delegates with specific needs, the details of which will be provided at the time of booking, for example, assistance upon arrival at the Venue, extended transfer times, wheelchair ramps at a station and assistance to board and alight from a train or aircraft.
  6. The Supplier shall highlight all additional charges applicable to the booking, including but not limited to transaction and ticket delivery / collection fees, and provide advice to Travellers and Bookers in order to minimise these charges.
  7. Where applicable, the Supplier shall provide a service to book valuable or sensitive items, for example government papers, firearms or musical instruments, animals on flight or rail bookings. The Supplier shall advise of the best method of doing this, for example, the need to book an additional seat, or to book the item as increased baggage allowance.
  8. The Supplier shall provide the facility for offline bookings to be made on a guest profile without the need to create or store a permanent Traveller profile.
  9. The Supplier shall provide the facility to set up profiles for Travellers with non-UK passports at no additional cost.

## **Tax**

* 1. Any sum payable under the relevant Call-Off Contract is exclusive of VAT (and any other similar or equivalent taxes, duties, fees and levies imposed from time to time by any government or other authority) which will be payable in addition to that sum in the manner and at the rate prescribed by applicable law, in the jurisdiction in which the related supply takes place, from time to time, subject to receipt by the paying party of a valid VAT invoice (or its local equivalent) as prescribed by local law or practice. The Supplier shall ensure that any exemption or relief in respect of VAT or equivalent sales or ad valorem taxes is applied on its supply of the Deliverables to the Buyer, in particular by reference to any diplomatic or consular arrangement that may be applicable whether by law, customs practice or otherwise. Where there are different tax treatments applicable depending on type of service requested (e.g. in Venue hire for ‘Management Conferences’ compared to ‘Room Hire and Catering Only’) then the Supplier shall ensure correct account/category codes are built into the invoicing without any additional charge, cost or expense.

## **Management Information and Data Reporting Requirements**

* 1. 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 from all the countries in the scope of the relevant Call-Off Contract to the Buyer in accordance with the Buyer’s requirements and the provisions of the relevant Call-Off Contract and this Schedule.
  2. The Supplier shall provide either:
     1. a secure, central portal to enable the Buyer, and CCS if requested, to self-access their dashboard, Management Information (including travel data, booked data and invoiced data) and reports. The portal shall offer the capability to customise reports and access raw data; or
     2. such alternative secure communication method in relation to the Buyer’s dashboard, Management Information (including travel data, booked data and invoiced data) and reports as specified by the Buyer at the relevant Call-Off Start Date.
  3. The Supplier shall ensure that any ad-hoc Management Information requested by the Buyer is delivered to an accurate standard and in the format and timescales agreed with the Buyer.
  4. The Supplier shall ensure (where there has been no change to the original booking), the Management Information provided to the Buyer can be matched to the relevant Supplier invoice.
  5. The Supplier shall capture details of the Authorising Officers for each online and offline out of policy booking in accordance with the Buyer’s requirements.
  6. The Supplier will use the Management Information to engage with CCS and/or Buyers in such areas as (but not limited to) duty of care, enhanced customer experience and ensure that Travellers are making optimal choices in line with their relevant travel policy.
  7. If requested by The Authority (ie. CCS), at any time, the Supplier must provide a summary report, on a monthly basis as a minimum, of any bookings made for a particular Event or programme of work that is deemed to be of sufficient Ministerial interest for The Authority to be required to report internally on. This could include but not be limited to: Asylum bookings, state events such as a Coronation, COP meeting or a new crisis involving the emergency evacuation of UK citizens etc. The Supplier shall not refuse requests in these particular circumstances.
  8. If the Supplier has been asked by a Buyer to support a particular Event, programme of work or crisis response activity that is likely to be of Ministerial or Media interest (eg. evacuation of civilians from conflict zone, accommodating new refugees), the Supplier must notify CCS at their earliest opportunity and as a minimum, within 4 hours of their engagement on such a project commencing.

## **Assurance Management Systems**

* 1. The Supplier shall, at all times for the duration of the relevant Call-Off Contract, have in place, maintain and comply with quality and assurance management systems and standards for the scope of the Services offered, including but not limited to the following:
     1. a Quality Management System supported by the International Organisation for Standardisation ISO 9001 Quality Management System, or the current European Foundation for Quality Management (EFQM) Excellence Model criteria or equivalent;
     2. an Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent; and
     3. an information security management system as required by the Security Requirements.

## **Call-Off Contract Access**

* 1. The Supplier shall note that the Services provided under the relevant Call-Off Contract, for Business Travel and Events booking and management Services are solely for authorised business use. Whilst the Services in Lots 1-3 are predominantly for Buyer’s employees, they may also be utilised for non-employees, for example employee spouses and dependants, members of the public, visiting foreign nationals and others where prior written approval is provided by the Buyer. Services provided under Lot 1 (Part B) and Lot 4 are predominantly for Civilian cohorts, but are nevertheless only to be provided for the Civilian cohorts specified by the Buyer. Under no circumstances shall Traveller(s) of the Buyer or any other nominated individuals authorised by the Buyer, utilise the Services for personal use unless explicitly part of their duty or pursuant to employment terms and conditions.
  2. There shall be no personal gain for Bookers or Travellers and/or Delegates through benefits acquired as a consequence of travel undertaken as part of the relevant Call-Off Contract. Therefore, the Supplier shall not facilitate the collection of an individual’s loyalty card points awarded by Third Party Providers. However, the Supplier is required to facilitate corporate schemes and/or charity donation schemes where applicable, if approved by the Authority and agreed with the relevant Buyer.

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# **MANDATORY SERVICE REQUIREMENTS: LOTS 1-3**

## **CCS Public Sector Negotiated Programmes**

* 1. The Supplier shall (through their Online Booking Tool and Offline Booking Solution) provide help and support CCS to deliver CCS negotiated programmes (regardless of the programme title) for air, rail, and accommodation and Venues if required by CCS.
  2. If requested by CCS the Supplier shall conduct and deliver the entire CCS Public Sector Negotiated Programmes for accommodation and Venues (Suppliers on Lots 1- 3 inclusive) and/or rail and/or air (Suppliers on Lots 1 and 2 only). Normally the CCS Public Sector Negotiated Programmes are issued every two years. Applicable costs (if any) shall be outlined by the Supplier in the pricing matrix.
  3. For clarity the “delivery of” these Negotiated Programmes includes, but is not limited to, the following activities, with full requirements being specified by the Authority at the time the request is made:
     1. Collection and collation of past usage data from all framework suppliers, using a standard template
     2. Identification of new savings opportunities from data analysis
     3. Creation, and the undertaking of, the end to end RFP process
     4. Verification of rate/fare loading
     5. On-going management of the Programme(s), including but not limited to:
        1. 6-monthly meetings with major carriers/alliances, Train Operating Companies (TOCs) or Accommodation chains as required by the Authority
        2. Inclusion of additional routes / carriers or TOCs / properties where these become available
     6. 6 monthly reporting of savings delivered through these Programmes to the Authority and this reporting is to include as a minimum:
        1. gathering of air/rail ticket or room-night report data from framework Suppliers, with the support of the Authority
        2. details of the savings calculation methodology used
        3. comparison of programme savings against both market rates/fares and previous negotiated programme, where such data is available
  4. All CCS Public Sector Negotiated Programmes will be made available to all relevant suppliers of RM6342 for the duration of the Framework Contract and Call-Off Contracts and will remain available to all current, relevant incumbent suppliers of RM6217 and RM6164 until their expiry. However, Suppliers are not permitted to change these Negotiated Programmes without the prior written authorisation of the Authority.
  5. On occasion, Buyers may also require Suppliers to support the delivery of their own Negotiated Programmes for accommodation and Venues (Lots 1-3 inclusive) and / or rail and/ or air (Lots 1 and 2 only), separate to any CCS Public Sector Negotiated Programmes. Applicable costs (if any) shall be outlined by the Supplier in the pricing matrix. Details of Buyer-Specific Negotiated Programmes, including but not limited to auditing and the requirements also stated above for the CCS Public Sector Negotiated Programme, shall be agreed between the Buyer and Supplier on the Call Off Order Form.

## **Booking Amendments, Exchanges, Cancellations and Refund Requirements**

* 1. The Supplier shall offer an online booking amendment, exchange cancellation and refund solution, and an alternative solution for amendment, exchange cancellation and refund solution e.g. offline.
  2. The Supplier shall process all online and offline requests to amend, exchange, cancel or refund a prepaid booking from the Buyer. This shall be undertaken in accordance with the carriers and/or accommodation Venue providers and/or Train Operating Company (TOC’s) terms and conditions of booking. The Buyer shall not incur charges due to delays in the Supplier’s process to amend, exchange and or cancel a booking.
  3. The Online Booking Solution shall provide email confirmation to the Booker and/or Traveller of any amendments and/or cancellations made online.
  4. All amendments, exchanges, cancellations and refunds shall be confirmed by the Supplier by email or by other means of written notification to the Booker and/or Traveller. The confirmation shall provide a unique amendment/exchange/cancellation/refund reference code and clearly show the booking details so that the Buyer can accurately match, monitor and track all refund requests.
  5. The Supplier shall provide, as part of the Offline Booking Solution, a facility to amend the Traveller name whilst keeping the original booking if allowed by the fare/rate terms and conditions.
  6. If the booking requires pre-trip approval, any change to the booking that increases the overall cost to the Buyer may also require pre-trip approval in line with the individual Buyer’s Travel Policy.
  7. The Buyer may, on rare occasions, 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 Contract. 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.
  8. The Supplier is not to refuse / reject any valid in scope request that a Buyer may make and should treat all requests received in the same manner.

## **Rail (Lots 1 and 2)**

* 1. For rail, the amendment/exchange/cancellation/refund process shall include an acknowledgement of receipt of refund requests sent by post from the Buyer to the Supplier.
  2. For rail, the Supplier shall check whether tickets have been used and shall provide the Buyer with a refund process automatically. The Supplier shall provide the Buyer with Monthly refund data.
  3. When the technology becomes available, the Supplier shall provide a process for the Buyer to claim for delays to train journeys via the Supplier in accordance with the Buyer’s requirements. The Supplier is also required to report upon any Cancellation / Delay Repay refunds to the Buyer and Authority, as required within the Management Information specified or if asked by either on an ad hoc basis.

## **Air (Lots 1 and 2)**

* 1. For air, the Supplier shall check whether e-tickets have been used and shall provide the Buyer with a refund process automatically. The Supplier shall provide the Buyer with monthly refund data.

## **Accommodation (Lots 1, 2 and 3)**

* 1. For accommodation, the offline cancellation process shall provide an emailed confirmation of cancellation as soon as possible and within a maximum of 1 hour of the cancellation call or email sent by the Booker or Traveller.

## **Venues (All Lots)**

* 1. For Venue find only, the Supplier shall process all requests to amend, cancel or refund a booking from the Buyer. This shall be undertaken in accordance with the CCS Preferred Venue Standard Terms and Conditions or the Venue provider’s terms and conditions of booking, as applicable. The Buyer shall not incur cancellation or amendment charges that are caused by delays in the Supplier’s process. Where a confirmed booking is cancelled with charges, the Supplier shall have a process in place to ensure that, wherever possible, such bookings are offered to other pending Booker enquiries to avoid the cancellation charges being incurred.

## **Payments and Invoicing Requirements**

* 1. The Supplier’s Online Booking Solution and Offline Booking Solution(s) 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 Traveller for accommodation and/or Venue bookings.
  2. The Supplier shall work with the Buyer to implement card payment processes as required at no additional cost to the Buyer.
  3. The Supplier shall work with the Buyer to implement an integrated expenses process as required at no additional cost to the Buyer.
  4. 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.
  5. The Buyer reserves the right to request proof of the value of any such surcharges associated with payment by a purchasing card.
  6. The Online Booking Solution shall provide the facility for the Booker to insert the three / four digit CVV security code.
  7. For each online and offline booking, the Buyer shall require the Booker’s and Traveller’s staff number, service number where appropriate, and Buyer’s specific name, Unit Identification Number (MOD only), cost centre, email address and where possible whether it is a taxable journey to be recorded for each online and offline booking and, where requested by the Buyer, the tax classification.
  8. The Supplier shall provide a full itemised breakdown of fees, e.g. booking fees, card surcharge fees, air baggage 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.
  9. The Supplier shall determine, prior to Go Live, solutions that have the capability to interface with the Buyer’s e-commerce (Purchase 2 Pay) system.
  10. Where the Buyer does not require a full end-to-end e-commerce (Purchase 2 Pay) system, the Supplier shall provide an alternative solution in accordance with the Buyer’s requirements at no additional cost, charge or expense to the Buyer.
  11. The Online Booking Solution shall have the functionality to manage an accommodation provider’s advance purchase payments when requested by the Buyer. The offline process shall have the functionality in place to manage accommodation providers’ deposits. When required by the Buyer, the Supplier shall accept card payment solutions to facilitate all bookings that require pre-payment.
  12. If requested by the Buyer, the Supplier shall use their own card solution to facilitate all bookings that require prepayment. Paragraph 4.30 above applies no matter whether the card account belongs to the Buyer or Supplier.
  13. The Supplier shall ensure that all online and offline bookings for air baggage costs or other ancillary charges are itemised separately on the invoice and are not included in the air fare total amount.
  14. In the event that the Buyer is required to book accommodation on behalf of third parties (e.g. for projects), the Supplier shall, when requested, be responsible for obtaining the relevant accommodation provider invoice within 20 Working Days of the checkout date to allow the Buyer to claim reimbursement costs through the relevant project.
  15. The Supplier shall provide an assurance to the Buyer that the lowest available fare/rate is always offered to Bookers to make a booking in a secure and fully bonded environment. If a Booker finds a flight, hotel or rail ticket that is cheaper than that presented by the Supplier, the Supplier shall action a Price Match, as per the terms and conditions of the Price Match process outlined in this Framework specification.
  16. The Supplier shall offer a Price Match guarantee on all fares and rates it supplies to the Buyer to guarantee the Supplier is offering the lowest cost options for travel and accommodation. Price Match fares or rates are those that are available to the general public online. 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. Price Match is also not available for sharing economy products. 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. No additional transaction or amendment fees shall be applied when a Price Match is implemented. 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. 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. 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. 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.
  17. The Supplier will invoice the Buyer for the Charges in the currency of the country from which the Services are provided unless agreed differently in the relevant Order Form.

## **Bookings**

* 1. The Online Booking Solution shall have the capability to display and distinguish the CCS Public Sector Negotiated Programme fares/rates from any other public or private fare/rates displayed and ensure all CCS Public Sector Negotiated Programme fares/rates are loaded correctly. The Supplier shall perform up to a maximum of four fare/rate audits per year, one before Go Live if requested, to ensure the CCS Public Sector Negotiated Programme fares/rates are correctly loaded in all Online Booking Solutions and offline equivalent systems. For the avoidance of doubt these audits are separate to Framework audit requirements outlined in Core Terms section 6 record keeping and reporting.
  2. If required, the Supplier shall ensure that any “marker” hotels (approved on security grounds) made available to Buyers by the Foreign, Commonwealth and Development Office are identified as such on the system in a format as agreed with FCDO, with the relevant negotiated rates clearly visible and identifiable.
  3. The Supplier shall make available, at all times via the Online Booking Solution and Offline Booking Solution(s), 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 book. The Supplier shall inform the Buyer (and Authority) of all accommodation rates that the Supplier negotiates or makes available specific to the Buyer.
  4. It is mandatory that the Supplier shall not restrict any applicable content and Inventories in any way at all, without obtaining prior written approval from the Buyer. There are no exceptions to this mandatory requirement.
  5. The Supplier shall notify in writing the Third Party Provider (e.g. Accommodation provider) at the time of booking (Online and Offline) whether the Traveller has any special needs as communicated by the Booker or the Traveller at the time of booking.
  6. The Online Booking Solution shall clearly display if an Accommodation or Venue provider’s room is an accessible room or not, where the provider has made that information available. The Supplier shall work with Accommodation providers to ensure that all accessible Inventory available is made available to book through their Online and Offline booking solutions.
  7. 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).
  8. The Supplier shall ensure that travel providers are fully aware of the circumstances around specific Offline 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.
  9. The Supplier shall provide the facility to capture each overseas business booking and advise a specific team within the Buyer of the booking as soon as it is made in order for the Buyer to undertake a pre-trip risk assessment under the Buyer’s own policy/guidance. This facility 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) as to whether pre-ticketing approval will be required for certain ‘at risk’ destinations.
  10. For all Offline Bookings the Supplier shall confirm the requirement, in writing, to the Booker prior to creating a suitable solution / itinerary. This is 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. 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.

## **Technology Requirements**

## **Provision of the Online Booking System**

* 1. The Supplier will perform the Services using the Supplier’s Online Booking System, which will (as a minimum) comply with the requirements set out in this Paragraph 4.47 ‎‎and this Schedule and the Buyer’s specification (as set out in Call-Off Schedule 20 (Call-Off Specification)), and, where applicable, the Supplier’s tender for the Services (as set out in Call-Off Schedule 4 (Call-Off Tender)).
  2. The Supplier will ensure that the Online Booking System is suitable for the performance of the Services and that the Services will not be adversely affected or hindered in any way by the use of the Online Booking System. The Supplier’s Online Booking Solution tool must be able to allow for “Single Sign On” capability using OIDC and SAML 2.0 authentication protocols to support future Government digital strategies and where interacting with the Authority’s services must be fully capable of integrating with the dedicated Authority Single Sign On solution as and when required.
  3. The Supplier will at all times maintain the Online Booking System in such working order as enables it to perform the Services in accordance with the terms of this Contract and to comply with the Service Levels.

## **Online Booking System Warranties**

* 1. The Supplier warrants, represents and undertakes to the Buyer that:
     1. the Online Booking System used by the Supplier in connection with this Contract will:
        1. not have its functionality or performance affected, or be made inoperable or be more difficult to use by reason of any date related input or processing in or on any part of such Online Booking System;
        2. not cause any damage, loss or erosion to or interfere adversely or in any way with the compilation, content or structure of any data, database, software or other electronic or magnetic media, hardware, website, online applications or computer system of the Buyer with which it interfaces or comes into contact; and
        3. any variations, enhancements or actions undertaken by the Supplier in respect of the Online Booking System will not affect the Supplier’s compliance with this Paragraph 4.51.1(c) or the performance of the Services;
     2. the Online Booking System will be properly maintained and supported to ensure that it functions correctly, including through the correction of defects and faults in the Online Booking System and the performance of regular system restoration activities to restore parts of the Online Booking System that are defective or are not functioning correctly; and
     3. it will perform or procure the performance of end user tests to ensure that corrections and system restoration activities have been implemented successfully pursuant to Paragraph 4.47 and that reports will be prepared detailing the success or failure of such end user tests for provision to the Buyer.

## **Performance of the Online Booking System**

* 1. Whenever a new version of the Online Booking System or any part thereof is released, the Supplier will notify the Buyer and will inform the Buyer of the implications that the new version will have on the Online Booking System and, if applicable, the Buyer’s use thereof. The Supplier will ensure in collaboration with the Buyer that new versions of the Online Booking System will maintain the functionality of previous versions unless expressly agreed with the Buyer in writing.
  2. The Supplier will ensure that any updates, modifications and/or maintenance to the Online Booking System are to be carried out with the prior consent of the Buyer if specified in the Order Form in accordance with Call Off Schedule 6 and, in any event, will not be carried out on Monday to Friday (excl. public holidays) between the core hours Monday to Friday 08:00 to 18:00 GMT and, only at such times so as to avoid disruption to the deliverables.
  3. In the event that a Virus is found, the Supplier will comply with Call Off Schedule 6 9.7 and any costs, use, at its own expense, use best endeavours to assist in reducing and preventing the effects of the Virus, and in the event that a Virus causes loss or corruption of the Buyer’s data to assist the Buyer to the same extent to mitigate such losses and to restore such data. The Supplier will immediately inform the Buyer on becoming aware of any Virus, breach of IT security or unauthorised access affecting the Online Booking System or any of the Buyer’s data.
  4. For the purpose of Paragraph 4.54 a ‘Virus’ means any software virus, computer worm, malware, spyware, ransomware, disabling script, back-door, Trojan horse, rootkit, key-logger, software bomb or similar damaging or malicious code. The supplier is to use the latest versions of antivirus definitions and software available from an industry accepted anti-virus software vendor.

## **Access to the Online Booking System**

* 1. The Supplier will:
     1. provide unrestricted access to the Online Booking System to the Buyer and its nominated representatives throughout the Call-Off Contract Period;
     2. supply accurate and up-to-date copies of all necessary information relating to the Online Booking System to the Buyer in good time prior to the Buyer’s first access of the Online Booking System and updates thereof to reflect any modifications to the Online Booking System from time to time;
     3. supply all necessary passwords and log-in details to enable the Buyer and its personnel to access the Online Booking System in accordance with the relevant Call-Off Contract;
     4. set up and maintain a communications link via which the Buyer can access the Online Booking System and the Supplier will be responsible for the integrity of such link, its connections and for all data passing over such link; and
     5. take all necessary steps to rectify any errors, failures or malfunctions of the Online Booking System so as to restore the Buyer’s access as soon as possible and to minimise disruption to the Buyer.
  2. The provision of each new version of the Online Booking System and all upgrades and updates thereto which from time to time are made available by the Supplier to its users generally are included in the Charges and will be automatically made available by the Supplier to the Buyer as part of the Online Booking System access rights, at no further cost to the Buyer.

## **Protection of the Online Booking System**

* 1. The Supplier will operate a back-up process for the Online Booking System insofar as it relates to the Services in accordance with the Buyer's agreed Security Management Plan. The back-up process will be sufficient to enable the Supplier to replicate the Online Booking System and restore the provision of the Services promptly after the occurrence of any event which materially disables, disrupts or interferes with the proper operation of the Online Booking System.
  2. The Supplier will protect the Online Booking System used in the provision of the Services in accordance with the Security Management Plan and the Security Requirements, including facilities for remote access to the Online Booking System, against unauthorised external penetration and to ensure that such networks are resilient and are protected at a minimum against any single point of failure.
  3. The Supplier will test the back-up process for the Online Booking System and the protection to be afforded to the Online Booking System in accordance with the Security Management Plan and the Security Requirements and will prepare reports setting out the results of such tests and any actions which need to be taken to ensure that the back-up process and the Online Booking System comply with the requirements of this Paragraph 4.60. The Supplier will provide such reports to the Buyer within ten (10) Working Days of the completion of such tests.
  4. The Supplier grants to the Buyer, or will procure the grant to the Buyer of, a royalty-free, worldwide, transferable, non-exclusive licence for the Contract Period, together with the right to grant sub-licences to Bookers and Travellers, to use the object code version of the Online Booking System, as required for the Buyer to receive the Services and enjoy the benefit of any rights granted to it pursuant to the relevant Call-Off Contract.

# **MANDATORY SERVICE REQUIREMENTS: LOTS 1-2**

## **Booking Solution Access and Capability Requirements**

* 1. The Supplier shall ensure that the Online Booking Solutions and Offline Booking Solutions data capture are not materially different across travel categories (e.g. rail, air, accommodation). Country level online and offline data shall be merged into one report for booked data and one report for invoiced data.
  2. The Supplier shall ensure that the Online Booking Solution is available 24 hours a day, 365 days per year (or 366 in a leap year) across all the applicable points of sale throughout the entire duration of the relevant Call-Off Contract. This excludes any planned or scheduled outages for system maintenance and/or system upgrades that have been mutually agreed with the Buyer.
  3. The Supplier shall ensure that the Online Booking Solutions support the language(s) requested by the Buyer in the Call Off Order. The specific language requirements will be relevant to the countries in which the service is to be delivered and may include, but not be limited to; English, Scots or Welsh. If technology to enable the Online Booking Solution to support multiple UK languages is not available at call-off, it must be offered to the customer when it does become available.
  4. Booker access to the Online Booking Solution shall be via an individual’s secure username and password in accordance with the guidance offered by the National Cyber Security Centre<https://www.ncsc.gov.uk/collection/passwords>.
  5. Requests for forgotten passwords and requests to change password shall be facilitated online at any time and offline during the applicable Core Working Hours and shall be actioned without charge.
  6. The Supplier shall provide the Buyer with a minimum of 1 months’ advance notice of any system upgrade, the benefits that any system upgrades shall deliver, and detail any inconvenience or disruption and /or any actions required to be undertaken by the Buyer. The Supplier shall ensure such maintenance or upgrades shall be carried out with minimum disruption to the Deliverables. Online Booking Solution maintenance and upgrades shall be implemented as soon as is practicable, and:
     1. they shall be provided by the Supplier without charge; and
     2. they shall occur outside the applicable Core Working Hours.
  7. Notification of maintenance and/or system upgrades shall be provided to the Buyer’s lead contacts and a message placed on the Supplier’s Online Booking Solution at least 1 month in advance of and again 48 and 24 hours before as a reminder to all Bookers.
  8. The Supplier shall ensure any system maintenance and upgrades are tested via the Buyer’s networks prior to the upgrade/version release going ‘live’, including any Third Party Providers that the Supplier is reliant upon. Any custom interfaces must be carried forward when any Supplier systems are upgraded.
  9. In the case of a full replacement of the Online Booking Solution, the Supplier will provide the Buyer and The Authority with a minimum of 3 months’ notice of the new solution becoming available to the Buyer, in order to allow sufficient time for any Assurance documentation and testing to be completed. The Buyer shall not be obliged to move to the new Booking Solution within the lifetime of the Call Off Contract. Any new Online Booking Solution must, as a minimum, comply with the same security and accessibility standards that were required by The Authority at the time of the framework award.
  10. The Supplier shall remove any links on the Online Booking Solution to advertisements, apps or app stores, or to third party websites that the Buyer is not using as part of the agreed Deliverables. These links should only remain in place with the written permission of the Buyer.
  11. Without prejudice to the Supplier’s obligations in respect of the Security Requirements, in case of security breaches and unplanned system maintenance that may directly or indirectly affect the Buyer, the Supplier shall take all necessary actions, including, but not limited to, system maintenance immediately. Report of a security breach shall be carried out in accordance with the Security Requirements. Information on non-availability of the Online Booking Solution is to be shared with the Buyer at least 1 hour in advance of the commencement of the emergency maintenance and/or system upgrades. The Supplier shall inform the Buyer if any action is required and the benefits that any emergency upgrades shall deliver to the Buyer, with a minimum of 1 hours’ notice.
  12. As part of the Implementation Plan, the Supplier shall adapt the Online Booking Solution to reflect the Buyer's Travel/Expenses/Events/Approved Civilian Programme Policy(s) during the Implementation Period.
  13. A Supplier’s Implementation Period shall not exceed a maximum of 12 weeks where accurate and complete details are received from the Buyer. These timescales shall only change by agreement with the Buyer (for example, if a extended Implementation Period or additional staff Security Clearances are requested) or if Implementation information is still required to be provided by the Buyer.
  14. The Supplier shall further adapt the Online Booking Solution to reflect any changes in the Buyer’s Travel/Expenses/Events/Approved Civilian Programme Policy(s) and / or the Security Management Plan throughout the duration of the relevant Call-Off Contract.
  15. The Supplier Online Booking Solution and any other online system available to the Buyer shall comply with:
      1. Government design principles: https://www.gov.uk/guidance/government-design-principles;
      2. Government design system, https://design-system.service.gov.uk/;
      3. Government standard design,<https://www.gov.uk/service-manual>; and
      4. The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018, including The 2022 Public Sector Bodies Accessibility Regulations amendment.
  16. The Supplier shall enable the Super Users with the appropriate system access and training to undertake the following activities in accordance with the Buyer’s requirements (the details of which shall be agreed between the Supplier and Buyer during the Implementation Period):
      1. allow bookings outside of the Buyer’s departmental Travel/Expenses/Events/Approved Civilian Programme Policy(s) subject to Buyer internal controls;
      2. ability to self-register Traveller profiles; create Traveller profiles; amend Traveller profiles;
      3. delete profiles, in accordance with the data security requirements; and
      4. add Buyer specific messages to their tailored booking portal where technology exists.
  17. The Supplier shall provide the facility for uploading and updating Traveller-specific profile data, e.g. by CSV file or by direct integrated data feed from the Buyer’s systems, subject to all necessary security and data protection standards required by the Buyer.
  18. The Online Booking Solution shall have the capability for Bookers to select and book travel using either pre-registered profiles, create their own profile or a guest profile (depending on the levels of system access specified by the Buyer).
  19. The Supplier shall delete/suspend inactive profiles following a period of 13 Months (or as otherwise agreed with the Buyer in writing) of inactivity from the last date of travel or as otherwise agreed with the Buyer. The process for deleting/suspending Traveller profiles shall be in accordance with the Buyer’s requirements and agreed in accordance with Call-Off Schedule 13 (Implementation Plan and Testing). The Supplier shall inform the Buyer in writing when inactive profiles have been deleted/suspended.
  20. The Supplier will:
      1. provide a copy of all Traveller profiles to the Buyer on request from time to time and in such format as required by the Buyer;
      2. such earlier date as requested by the Buyer; and
      3. securely erase all Traveller profiles and any copies it holds on the termination of the Contract in accordance with the Security Policy.
  21. If required by the Buyer, the Supplier shall ensure that the Online Booking Solution includes a pre-trip approval prior to the booking stage, or authorisation process of bookings.
  22. Unless agreed otherwise with the Buyer in the relevant Call-Off Contract, the Supplier shall ensure a booking cannot be made via the Online Booking Solution or Offline Booking Solution unless a full validated cost centre code or employee number or a full validated GL string, full validated project code or other reference number is provided by the Booker; unless the payment is being made using an individual’s credit card (as specified by the Buyer) or unless the Buyer’s Travel/Expenses/Meeting Policy states otherwise. The cost centre code or employee number shall be validated against a list provided by the Buyer during the Implementation Period. This list shall be updated as frequently as necessary and given to the Supplier up to a maximum of 12 times per year by the Buyer. Any requests over 12 may be subject to an additional charge which shall be specified in the relevant Call-Off Contract. An emergency code will be provided to the Supplier for when this requirement needs to be overridden. The Online Booking Solution shall provide the facility for designated users to update cost centre codes, employee numbers, GL strings, project codes and other reference numbers on profiles on an ad hoc basis.
  23. The Supplier shall ensure that when using the Online Booking Solution, the Bookers are able to search for and be presented with the lowest cost fares and/or rates in the market from multiple sources of Inventory. The results of the search shall ensure that all available Inventory is clearly visible and appropriate to the search parameters entered by the Booker. All publicly available fares/rates, offers and promotional fares/rates, locally negotiated fares/rates and Authority Public Sector Negotiated Programme fares/rates shall be displayed and available to book. It is mandatory that the Supplier shall not restrict any content and inventories in any way at all, without obtaining prior written approval from the Buyer. There are no exceptions to this mandatory requirement.
  24. The Supplier shall make new Inventory available on the Online Booking Solution, including GDS and non-GDS content (e.g. API), or Inventory requested by the Buyer as a result of any changes in the supply landscape. New Inventory shall be made available within 14 days of either the request by the Buyer or any change in the supply landscape. When a new API implementation is impacted by Third Party Providers, the Supplier is to agree the timescale with the Buyer.
  25. The Supplier shall ensure that no restrictions are applied to which fares/rates are displayed, other than those requested by the Buyer.
  26. The Online Booking Solution shall provide Bookers with access to all published fare/rate rules, restrictions, terms and conditions including, but not limited to, the rules for penalty clauses, amendment, and exchange and cancellation periods.
  27. Unless agreed otherwise with the Buyer in this Call-Off Contract, the Online Booking Solution shall prioritise all air, rail and accommodation rates by (at a minimum) price, from lowest to highest, highlighting those that are within policy as defined in the Buyer’s Travel/Expenses/Events/Approved Civilian Programme Policy. The Online Booking Solution shall also have the functionality to identify when the Booker does not select the lowest cost option, and alert the Booker before they confirm the booking. Prioritisation by other factors is non-mandatory, but prioritisation by highest rate of commission earned is prohibited.
  28. The Supplier shall ensure the Online Booking Solution and the Offline Booking Solution captures the reasons for booking out of the Buyer’s Travel/Expenses/Events/Approved Civilian Programme Policy at the time of booking via a drop-down list of Reason For Travel Codes and shall be recorded and reported to the Buyer as part of their submission through the Management Information process.
  29. The Online Booking Solution shall have the facility to communicate, at the point of booking, important messages to Bookers and Travellers regarding situations that are likely to impact their specific travel booking including, but not limited to, hotel refurbishments, travel disruptions, flight delays, adverse weather, industrial action, specific events (e.g. football matches) and Online Booking Solution outages. Any important messages to be published on the Online Booking Solution that are not related to travel disruptions shall be submitted to the Buyer for approval no later than 48 hours prior to publication.
  30. The Supplier shall be required to disable any service(s) which are not included in the scope of the relevant Call-Off Contract subject to agreement with the Buyer.
  31. The Supplier shall ensure a history of confirmed travel and/or meeting itineraries is available to Bookers and Travellers of the Buyer. The Online Booking Solution shall allow Bookers to save frequently used routes and accommodation providers as a template for future reference to enable efficient processing of bookings for frequent journeys.
  32. The Online Booking Solution shall be customizable, to the extent that at a minimum, it shall be possible to display the Buyer’s logo on the landing page of the Online Booking Solution.
  33. Any API implementation shall conform to His Majesty’s Government technical and data standards:
      1. <https://www.gov.uk/guidance/gds-api-technical-and-data-standards>.
  34. The search results shall provide information including, but not limited to, routes, accessibility restrictions, journey times, and CO2 emissions per booking.
  35. Emissions reporting must be in accordance with the Government guidance on measuring and reporting environmental impacts:
      1. guidance for businesses (<https://www.gov.uk/guidance/measuring-and-reporting-environmental-impacts-guidance-for-businesses>), as amended, using the relevant government emission conversion factors for greenhouse gas company reporting (<https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>) unless otherwise notified by the Buyer.
  36. The Supplier shall provide solutions to prevent Bookers from either viewing or booking fares/rates (including an escalation process for out of policy bookings or attempts to book) that are:
      1. not within the Buyer’s Travel/Expenses/Events/Approved Civilian Programme Policy limits; and/or
      2. fares/rates that the Buyer (and/or Authority) has requested in writing to the Supplier to be removed from the Online Booking Solution.
  37. The Online Booking Solution and/or Offline Booking Solution shall have the capability for the Buyer’s Bookers to book and ticket travel where the point of origin is outside the country from which they are making the booking.
  38. The Online Booking Solution shall have the facility to import the travel/meeting Venue itinerary details into the calendar that is linked to the Traveller’s registered email address.
  39. The Online Booking Solution shall display fares/rates and availability on the day before and the day after the dates selected by the Booker or where the technology allows (for example Rail bookings) to display fares by hour of selected date.
  40. The Online Booking Solution options shall be shown on a single screen, with price comparisons between travel modes, for example appropriate rail and air journeys, and should it become available during the term of the Call-Off Contract, whole journey costs.
  41. All applicable air or rail ticket restrictions or limitations must be clearly displayed to the Booker on the Online Booking Tool, prior to the point of purchase, including but not limited to: ticket validity on specific train operating companies and the refundable/non-refundable nature of the ticket.
  42. 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. The Suppliers must not restrict the options presented to Bookers in any way not approved in writing by the Buyer including, but not limited to, their own preferred partners and/or to rates and/or fares that give the Supplier a financial return, or other benefits.
  43. The Supplier must be able to accept and facilitate bookings by and for Service Users whose identity must be protected, in accordance with the overall security requirements for the Service User’s functional role within the Buyer’s organisation.
  44. If requested by the Buyer the Supplier shall provide the support, access and functionality of the Online Booking System to the Buyer personnel via mobile devices such as tablets and smartphones or through a mobile booking app. This functionality must not compromise data security in any way and or increase security risks to the Buyer or His Majesty’s Government (HMG). Any security risk can be assessed by the Buyer and any necessary modifications must be carried out by the Supplier before the go-live stage of the mobile booking app at no cost to the Buyer in accordance with Call-Off Schedule 9A (Security) or Call-Off Schedule 9B (MOD Security) as applicable.
  45. The Buyer is entitled to require the Supplier to set up and chair a joint security working group to address any security concerns relating to the Online Booking System or associated mobile apps and attend these at a frequency agreed with the Buyer, as part of resolving any security risks derived from the Buyer’s usage of these systems.
  46. The Supplier will provide the Buyer with a copy of their technology roadmap and will regularly update the Buyer on the progress and or developments of the roadmap.

## **Feedback Requirements**

* 1. The Online Booking Solution shall provide access to an air, rail, Venue and accommodation feedback and rating facility. 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, within the Online Booking Solution, a facility for the Buyer to register Complaints. The Supplier shall also ensure that there is an Offline facility or mechanism for the registering of Complaints.