

Scope/Specification :

This is a collaborative procurement on behalf of a number of blue-light Organisations (subject to final internal approval processes). A list of the blue-light organisations can be found in table 1.0.8.

Business Travel Service has to provide a fully managed one stop shop for all requirements. This must include accommodation, rail, flights ferry and when necessary other ad hoc travel arrangements. We also require, ad hoc requirements for corporate events, delegate bookings and major operations.

Travel will be of a predominately regional, national and on occasion at international level. Guests and travellers under this agreement will include organisational officers, staff and also general members of the Public, for overt and covert purposes and in sensitive circumstances. These requests/situations can occur in, and out of core hours and in emergency situations.

This isn't exhaustive and the service will need to offer flexibility to a diverse reactive organisation need.

Standard car hire is covered by a separate Contract for all Customers. However, car hire may still be required at airports, overseas or to offer further resilience for our hire car Contract.

The following will also need to be made available online where possible:

1. Parking
2. Coaches
3. Taxi
4. Group Bookings & Events

All Business travel is to be available for completion using an online tool wherever possible. However, this service is required to be flexible to ensure the Organisations are kept mobile and suitably accommodated to carry out the necessary Blue-light business needs.

SOR:

1. CUSTOMER & SUPPLIER RELATIONSHIP																																	
Q1.1	Please describe how you will manage this Collaboration with multiple customers, in particular please explain how you manage the different Travel Policies. <u>Response/Method Statement:</u>																																
Q1.2	Please provide the names and contact details of the proposed Account Manager for this collaboration and any secondary point of contact during absences. Can you provide a brief description of their experience with managing Blue-light Contracts and at what level of account management is available under the collaborative agreement free of charge? <u>Response/Method Statement:</u>																																
Q1.3	Please complete the Service Level Agreement table below with your performance levels. <table border="1"><thead><tr><th colspan="4">Service Levels</th></tr><tr><th>Detail</th><th>Target</th><th>How is this Measured/reported</th><th>Comments</th></tr></thead><tbody><tr><td>System Availability</td><td></td><td></td><td></td></tr><tr><td>Available during Core Hours Planned downtime Out of Hours</td><td></td><td></td><td></td></tr><tr><td>Telephone System (Core Hours)</td><td></td><td></td><td></td></tr><tr><td>Answer within....</td><td></td><td></td><td></td></tr><tr><td>User Queries</td><td></td><td></td><td></td></tr><tr><td>The Supplier should respond to all queries within ...</td><td></td><td></td><td></td></tr></tbody></table>	Service Levels				Detail	Target	How is this Measured/reported	Comments	System Availability				Available during Core Hours Planned downtime Out of Hours				Telephone System (Core Hours)				Answer within....				User Queries				The Supplier should respond to all queries within ...			
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Booking Confirmations – Online			
Confirmation within ...			
Booking Confirmations – Offline			
Bookers should receive Confirmation within ...			
Unconfirmed Bookings			
Acknowledgement within ...			
Unconfirmed Cancellations			
Acknowledgement within			
Travel Refunds			
Refunds processed by the supplier should be completed within . Any Monies returned once funds are released by Supplier in			
Receipt of Credits			
Within			
Non-Fulfilment of booking			
Audited and justified reason for non-supply			

Please use comments box to add further details

Response/Method Statement:

2. MAKING & MANAGING A BOOKING

Q2.1

As a percentage, please list the booking methods you currently operate.

Response/Method Statement:

Method of Booking	% bookings
Telephone	
Fax	
E-mail	
Online portal	
Other	

Q2.2	Please detail the training that will be provided during the implementation period of the contract and throughout the life of the contract? <u>Response/Method Statement:</u>															
Q2.3	Please define what is considered to be an Online/Offline booking. Please also explain which method will apply in the following scenarios: 1. Group booking which after several attempts isn't possible to complete online. 2. Advice has been provided in writing including standard rates, the internal booker wishes to process this booking themselves online. <u>Response/Method Statement:</u>															
Q2.4	What are the parameters or restrictions around multiple guests & multiple travel transactions? <table border="1" data-bbox="338 1216 1291 1400"> <thead> <tr> <th colspan="3">Parameters & Restrictions</th></tr> <tr> <th></th><th>Guests</th><th>Transactions</th></tr> </thead> <tbody> <tr> <td>Accommodation</td><td></td><td></td></tr> <tr> <td>Rail</td><td></td><td></td></tr> <tr> <td>Flight</td><td></td><td></td></tr> </tbody> </table> <u>Response/Method Statement:</u>	Parameters & Restrictions				Guests	Transactions	Accommodation			Rail			Flight		
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Q2.5	Please demonstrate the online options available to the booker for London under-ground tickets if they are required over multiple days/dates. <u>Response/Method Statement:</u>															
Q2.6	Please describe how Sensitive or Covert bookings are dealt with.															

Examples:

1. Vulnerable victim requires both travel and accommodation urgently in a suitable area outside of core hours.
2. Large group accommodation booking is required over several weeks. Internal enquiries have already been made, a non-disclosure document has been agreed between both parties and a rate has been negotiated.

Response/Method Statement:

Q2.7

Please advise how we book pre-arranged delegate rates and the process required for a non-organisational guest/traveller.

Response/Method Statement:

Q2.8

Please describe your 24/7 service, especially the out-of-hours provision that will be available to support the Organisations in an emergency situation eg. Major incident involving a large volume of police officers travelling and accommodation bookings for same day.

Response/Method Statement:

Q2.9

What is the process to cancel a booking under each method and travel type?

Cancellation Process		
	Online	Offline
Accommodation		
Rail		
Flight		

Response/Method Statement:

Q2.10

	Please detail how amendments are completed against bookings and what notifications are produced. Please explain how these bookings can be reported against. <u>Response/Method Statement:</u>
Q2.11	How do you monitor accommodation rates and fares to ensure continuous value for money under this agreement? <u>Response/Method Statement:</u>
Q2.12	Please detail what the current time-out duration is for your portal and can user adjustment these settings if required. <u>Response/Method Statement:</u>
Q2.13	How do you minimise system downtime and run necessary system updates? <u>Response/Method Statement:</u>
	3. MANAGEMENT & REPORTING
Q3.1	Management Information will be required in a line item format, please can you provide an example of the reports supplied under this contract. <u>Response/Method Statement:</u>

Q3.2

Please provide us with your GDPR Policy statement. Please also outline any parameters you have for capturing, storing, sharing and reporting data which supports compliance with the GDPR Regulations.

Response/Method Statement: