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**Collaborative Travel  
Management Services Contract  
for Northern Ireland Civil  
Service, Agencies, Non-  
Departmental Public Bodies and  
other Participating Bodies**

**ID 6213221  
Specification**



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## 1. Introduction

- 1.1. The participating Bodies listed in Schedule 17 (Service Recipients) (hereafter referred to as the Buyer) are seeking to establish a Contract with a Travel Management Company (TMC) (hereafter referred to as the Supplier), for the provision of a fully managed Travel Management Service for all UK and International Travel, accommodation and other travel associated services within Northern Ireland.
- 1.2. CPD reserves the right to remove or add participating Bodies during the term of the Contract, provided that such changes comply with Section 74 of the Procurement Act 2023.

## 2. Duration

- 2.1. It is anticipated that the Contract shall commence from 1 May 2026 for the Supplier to provide Travel services when required.
- 2.2. The Contract will be for an initial five (5) years with the option to extend for two periods; the first for three (3) years and the second for two (2) years making the maximum Contract duration ten (10) years.
- 2.3. Prices for the Contract must be fixed for the first five years. Consideration of any price adjustment in the sixth and ninth year of the Contract will be strictly in line with the Consumer Price Index (CPI) as set out in Schedule 3 (Charges).
- 2.4. **Annex A** sets out the details of the dates that the Buyers will onboard to the contract and require services from. The first onboarding tranche will be Phase 1 Buyers who will require services from 1 May 2026. It is expected that the contract will be awarded in March 2026 to provide a period of transition up to the Contract Commencement Date of 1<sup>st</sup> May 2026.

### **3. Scope**

- 3.1. For the purpose of this Contract, the successful Supplier will act as a strategic partner, providing a fully managed and collaborative service for all UK and international travel, accommodation, and any other associated services that support the travel needs of Business, Non-staff, Patient, Student and Security Personnel. This partnership will be underpinned by a commitment to continuous improvement, innovation, and mutual trust. The Supplier will work closely with the Buyers to deliver through digital self-service platforms, promoting efficiency and reducing avoidable contact where possible. The scope of Travel Services will include, at a minimum: Air, Rail, Ferry, Car Hire, Taxi/onward road travel, Car parking, Accommodation, Hotel Conferencing and travel insurance. Through effective contract management and regular performance reviews, the Supplier is expected to proactively support the Buyer's travel objectives, ensuring flexibility, responsiveness, and value for money through the duration of the contract. The main details of these travel requirements are described in this document.
- 3.2. This Contract shall be used to provide Travel services for Buyers and Buyer led activity. If a Buyer has a requirement for specific services, which are not covered by the requirements of this Contract, they may seek alternative arrangements to provide these services. Alternatively, the Buyer may modify the Contract where the specific services fall under the scope of Travel Management Services and the modification would not alter the overall nature of the Contract. Any modification would be subject to a value for money consideration and in accordance with the Procurement Act 2023 (PA 2023) and the Procurement Regulations 2024 (PR 2024).
- 3.3. Existing travel services are being delivered to the Northern Ireland Public Sector via a number of separate Call Off Contracts under the current framework and it is the intention that these bodies will utilise this Contract once their existing arrangements end. However public bodies may also avail of alternative arrangements / in-house facilities if these are proved to offer better value for money.

- 3.4. This Contract **may not** be used by Buyers for travel services that are EU funded.
- 3.5. The current contractual arrangements and their respective expiry dates are as follows:

Buyer	End date
<p>NICS (TEO; DAERA; DfC; DE; DfE; DoF; DfI; DoH; &amp; DoJ) (Phase 1) and includes Agencies and NDPB's as listed below:</p> <p>Under TEO – Attorney General for Northern Ireland (OAGNI); North South Ministerial Council (NSMC)</p> <p>Under DAERA – Forest Service; Northern Ireland Environment Agency (NIEA) and College of Agriculture, Food and Rural Enterprise (CAFRE)</p> <p>Under DfE - Health and Safety Executive Northern Ireland (HSENI)</p> <p>Under DfI – Transport and Road Asset Management (TRAM); Driver and Vehicles Agency (DVA), and DfI Rivers</p> <p>Under DoF – International Fund for Ireland</p> <p>Under DoJ – Forensic Science Northern Ireland (FSNI); Northern Ireland Courts and Tribunal Service (NICTS); Northern Ireland Prison Service (NIPS); Youth Justice Agency (YJA); Legal Services Agency Northern Ireland (LSANI); State Pathology Dept and Northern Ireland Police Fund (NIPF).</p>	30 April 2026
<b>TEO NDPBs</b>	
Commission for Victims and Survivors for Northern Ireland (CVS) (Phase 1)	30 April 2026
Commissioner for Survivors of Institutional Childhood Abuse (COSICA) (Phase 1)	30 April 2026
Equality Commission for Northern Ireland (ECNI) (Phase 1)	30 April 2026
Maze/Long Kesh Development Corporation (MLK) (Phase 1)	30 April 2026

Northern Ireland Community Relations Council (CRC) (Phase 1)	30 April 2026
Northern Ireland Judicial Appointments Commission (NIJAC) (Phase 1)	30 April 2026
Strategic Investment Board Limited (SIB) (Phase 1)	30 April 2026
<b>DAERA NDPBs</b>	
Agri-Food & Biosciences Institute (AFBI) (Phase 1)	30 April 2026
Livestock & Meat Commission (LMCNI)	31 May 2026 with option of 1 further 12 month period
<b>DfC NDPBs</b>	
Arts Council NI (ACNI) (Phase 1)	30 April 2026
Libraries NI (LNI) (Phase 1)	30 April 2026
Northern Ireland Housing Executive	30 June 2026
Sport NI (Phase 1)	30 April 2026
<b>DE NDPBs</b>	
Council for the Curriculum, Examinations & Assessment (CCEA) (Phase 1)	30 April 2026
Education Authority (EA) (Phase 1)	30 April 2026
<b>DfE NDPBs</b>	
Further Education Colleges: (Belfast Metropolitan College (BMC); Northern Regional College (NRC); North West Regional College (NWRC); South Eastern Regional College (SERC); Southern Regional College (SRC) and South West College (SWC) (Phase 1)	30 April 2026
Invest NI (Phase 1)	30 April 2026
Labour Relations Agency (Phase 1)	30 April 2026
Stranmillis College	30 June 2026 with option of 1 further 12 month period
Tourism NI (Phase 1)	30 April 2026
NI Screen	18 November 2026
<b>DfI NDPBs</b>	
Translink	21 September 2026
<b>DoH NDPBs</b>	

Health & Social Care NI and Northern Ireland Fire and Rescue Service	30 August 2026
<b>DoJ NDPBs</b>	
Northern Ireland Policing Board (NIPB) (Phase 1)	30 April 2026
Office of the Police Ombudsman Northern Ireland (OPONI) (Phase 1)	30 April 2026
Northern Ireland Policing Board (Phase 1)	30 April 2026
Police Service of NI (PSNI)	13 April 2027
Probation Board Northern Ireland (PBNI)	15 January 2027
<b>Other Participating Bodies</b>	
Northern Ireland Audit Office (Phase 1)	30 April 2026
Northern Ireland Public Services Ombudsman (NIPSO) (Phase 1)	30 April 2026
Public Prosecution Service NI (PPSNI) (Phase 1)	30 April 2026
Utility Regulator (Phase 1)	30 April 2026
Ulster University	31 March 2027 with option to extend to 31 March 2029

## 4. Background to Buyers

### 4.1. *Northern Ireland Civil Service*

4.1.1. The Northern Ireland Civil Service (NICS) supports the Assembly, the Executive and Ministers. The Northern Ireland Executive is made up of the First Minister, the deputy First Minister, two Junior Ministers and 8 other ministers who each are responsible for a Government Department. Each Department works to develop and implement government policies in support of the Executive's Programme for Government and helps deliver services to the public.

4.1.2. These NICS Departments do this by developing and implementing government policies and legislation, and delivering key public services in areas such as health, public finances, social

development, justice, education, regeneration, environment, culture, agriculture, economic development, employment and transport.

4.1.3. The NICS employs around 23,000 staff across a wide range of disciplines and aspects of government. These staff numbers may be subject to change during the lifetime of the contract.

4.1.4. Further detail on the work carried out by the Departments can be found here <https://www.northernireland.gov.uk/topics/government-departments>

#### 4.2. ***Executive agencies***

4.2.1. An executive agency is a public institution that delivers government services for the Northern Ireland Executive. An agency does not set the policy required to carry out its functions - these are determined by the department that oversees the agency. For example, the Driver and Vehicle Agency is an executive agency and part of the Department for Infrastructure.

4.2.2. Agencies are headed by chief executives, who are personally responsible for day-to-day operations. They are normally directly accountable to the responsible minister, who in turn is accountable to the Assembly.

#### 4.3. ***Non-departmental public bodies***

4.3.1. A non-departmental public body (NDPB) is a national or regional public body, working independently of, but still accountable to ministers. They are not staffed by civil servants.

4.3.2. Each of the 9 Departments, each of the Executive Agencies and each NDPB would be considered a separate Buyer. They may operate a different travel policy and or different booking or operational processes which may need customisation by the Supplier. (see **Annex B – NICS Organisations**, for a list of all organisations who fall under NICS.)

4.3.3. The NICS travel requirements are predominantly for business travel. However, the Northern Ireland Prison Service NIPS have travel requirements for both business travel and for the transport of

detained personnel. The HSCNI will have travel requirements for both business travel and the transportation of patients.

#### **4.4. *Invest NI***

4.4.1. Invest Northern Ireland (Invest NI) is the economic development agency for Northern Ireland and is sponsored by the Department for the Economy (DfE). Its aim is to grow the Northern Ireland economy by helping businesses to compete internationally and by attracting new investment into Northern Ireland from around the world. It principally supports businesses in the manufacturing and tradable services sectors.

4.4.2. Invest NI, as an Executive Agency, are included in the NICS requirements for business travel however they may also wish to use this Contract in the future for their Trade Mission Travel and Event Activities. If Invest NI wish to use this Contract for the Trade Mission Travel and Event Activities (see further details located in **Section 6.4**) the Buyer may modify the contract.

#### **4.5. *Northern Ireland Housing Executive***

4.5.1. Northern Ireland Housing Executive (NIHE) was established in 1971 as Northern Ireland's strategic housing authority. They offer a range of services to people living in socially rented, privately rented and owner occupied accommodation as well as supporting and working with a number of other public bodies.

4.5.2. The NIHE travel requirements are predominantly business travel, but may include housing emergency situations, where there is a requirement for short term accommodation.

#### **4.6. *Health & Social Care NI***

4.6.1. Health & Social Care NI (HSCNI) consists of a number of statutory organisations which operate collectively to commission and deliver Health and Social Care Services to the population of Northern Ireland and provide the business support functions related to this purpose.

4.6.2. In terms of their need for managed travel services, the Health and Social Care family has five main Buyer groups:

- Staff travel – which is a standard business travel
- Patient travel - which is a specialist niche area with specific requirements which are described separately in **Section 6.3**
- Non-Staff Travel - where the HSCNI may invite external personnel to provide services to their organisation.
- Social Care emergency situations, where service users require short term accommodation and the provision of Junior Doctor accommodation described separately in **Section 6.3**

4.6.3. The travel services will be required by the following HSCNI participants who may all operate slightly different procedures for booking and administering travel:

- Belfast HSC Trust
- Northern HSC Trust
- South Eastern HSC Trust
- Western HSC Trust
- Southern HSC Trust
- Strategic Planning and Performance Group
- Business Services Organisation
- Northern Ireland Ambulance Service
- Northern Ireland Blood Transfusion Service
- Northern Ireland Medical and Dental Training Agency
- Patient Client Council
- Northern Ireland Practice and Education Council
- Northern Ireland Social Care Council
- Public Health Agency
- Regulation and Quality Improvement Authority (RQIA)
- Children’s Court Guardian Agency for Northern Ireland
- Northern Ireland Fire and Rescue Service

#### **4.7. *Police Service of Northern Ireland***

- 4.7.1. The Police Service of Northern Ireland (PSNI) exists to make Northern Ireland safer for everyone through professional, progressive policing. The PSNI came into being in November 2001 as a result of a review of policing in Northern Ireland. The Service currently has an establishment of approximately 6,900 regular police officers and supported by approximately 3,000 civilian staff. The Service is responsible for policing a geographic area of some 14,139 km<sup>2</sup> (or 5,459 square miles) with a population of approximately 1.7m people. On 1 April 2015, PSNI moved to an eleven District structure to mirror the new council structure within Northern Ireland. Each District is supported by a regional management tier.
- 4.7.2. The PSNI travel requirements include general business travel; confidential travel (as noted in **Section 5.13**) and security services travel including transport of detained personnel (as noted in **Section 6.1**).

#### **4.8. *Education Authority***

- 4.8.1. The Education Authority is a regional body with responsibility for the provision and delivery of education and youth services. It was established under the Education Act Northern Ireland 2014 and became operational on 1 April 2015.
- 4.8.2. The Education Authority (EA) is a non-departmental public body sponsored by the Department of Education (DE). EA is responsible to DE for ensuring that efficient and effective primary and secondary education services are available to meet the needs of children and young people, and for ensuring the provision of efficient and effective youth services.
- 4.8.3. There are five regional offices across Northern Ireland – Armagh, Ballymena, Belfast, Dundonald and Omagh that provide the services for over 1,100 schools across the Province. The EA employs some 39,000 staff with a budget of approximately £1.5bn. The EA estate includes, but is not limited to headquarters, regional

offices, board centres, youth centres, youth offices, educational welfare offices, alternative education centres, the education library service buildings, primary referral units, education psychology centres and C2K offices.

4.8.4. Currently the EA also provides a service to Libraries NI, the Council for Curriculum Examination Assessment (CCEA), Northern Ireland Council for Integrated Education (NICIE), the Armagh Planetarium, the Armagh Observatory, Middletown Centre for Autism, Controlled Schools Support Council (CSSC) and various colleges of further and higher education.

4.8.5. Further background information about the EA can be obtained from [www.eani.org.uk](http://www.eani.org.uk).

4.8.6. The EA's travel requirements are predominantly business travel for staff and youth/school/teacher group travel.

4.8.7. It is expected that the Supplier will liaise with the EA's Contract Manager well in advance regarding planned trips and related arrangements. This will include the provision of quotes and active engagement on suitable accommodation options, with particular attention to alternatives that can accommodate children and young people (under 18). The Supplier must also provide clear and timely information on all third-party bookings, especially where deposits or advance payments are required by venues prior to arrival.

#### **4.9. Further Education Colleges**

4.9.1. Further Education Colleges (FEC) in NI collectively provide learning to over 90,000 students; have a turnover of circa £260m; work with over 7,500 business across NI; and account for 18% of all Higher Education students in NI.

4.9.2. Northern Ireland's six Regional Colleges operate across 40+ campuses and through over 400 outreach community locations. The FE Colleges are the main providers of vocational and technical education and training in NI. Northern Ireland's six Regional Colleges are also key economic drivers. They directly meet the

training needs of local and international companies and provide a full suite of Business Support Services, including product development and rapid prototyping. The Colleges are the largest provider of professional and technical training in the region. They make a significant high quality contribution to addressing the current and future skills needs of local and regional business.

4.9.3. The 6 Regional Colleges are:-

- Belfast Metropolitan College (BMC)
- North West Regional College (NWRC)
- Northern Regional College (NRC)
- South Eastern Regional College (SERC)
- South West College (SWC)
- Southern Regional College (SRC)

4.9.4. The FEC's travel requirements include business travel and Group Travel (as per **Section 6.5**)

#### 4.10. ***Translink***

4.10.1. Translink is the name for the integrated operations of the three companies, Citybus Limited (operating as Metro and Glider), NI Railways and Ulsterbus. We operate scheduled bus and rail services in Northern Ireland, including cross-border and cross-channel links.

4.10.2. Translink is responsible for over 80 million bus and rail passenger journeys each year. With 1.5m passengers going to work, education, health services, leisure activities and more every week; we operate a fleet of 1,400 buses, coaches and trains, run 12,500 services every day and employ over 3,800 people in jobs across all parts of Northern Ireland. This not only helps benefits the local people that use the bus and train but also supports the villages, towns and cities they serve, helping Northern Ireland thrive.

#### 4.11. ***Northern Ireland Assembly Commission***

4.11.1. The Northern Ireland Assembly (Assembly) is the devolved legislature for Northern Ireland. The Northern Ireland Assembly

Commission ('NIAC') is the corporate body of the Northern Ireland Assembly. It has the responsibility under section 40(4) of the Northern Ireland Act 1998 to provide the Assembly, or ensure it is provided with, the property, staff and services required for, the Assembly to carry out its work.

4.11.2. The travel requirements of the NIAC are predominantly related to the business travel of Members of the Legislative Assembly (MLAs), Committees, staff, the Speaker of the Assembly or young people affiliated with their service in the Youth Assembly, or similar programmes.

#### 4.12. ***Ulster University***

4.12.1. Ulster University is one University with three distinct campuses across Northern Ireland - Belfast, Coleraine and Derry ~ Londonderry, as well as Jordanstown Sports Village (JSV). Further details on our campuses can be found at <https://www.ulster.ac.uk/campuses>

4.12.2. The University has a national and international reputation for excellence, innovation and regional engagement, making a major contribution to the economic, social and cultural development of Northern Ireland and plays a key role in attracting inward investment. Our core business activities are teaching and learning, widening access to education, research, innovation and technology and knowledge transfer.

4.12.3. Further information on the University can be found here - <https://www.ulster.ac.uk/about/overview>

#### 4.13. ***Contract Considerations***

4.13.1. The Buyers under this contract are each required to obtain their own separate business case approval for travel requirements.

4.13.2. **Annex C – Spend / Volume Comparisons** provides a breakdown of each Buyer’s annual transactions, spend, top airlines, top travel destinations, top car hire destinations, top rail destinations, analysis of booking in advance, and online adoption during 2024-2025. As the figures and breakdown for 2024-2025 are not yet available, NIAC has provided data from 2023-2024, which is expected to be broadly representative of the following year.

4.13.3. **Annex D – Individual Organisations Procedures for Booking Travel** provides a breakdown on each Buyer booking procedures and policies.

**4.13.4. Please note usage figures are an indication of the volume and demand during 2024-2025 and do not guarantee any level of business under this Contract.**

## 5. Service Requirements

### 5.1. **General Service Provision**

5.1.1. The Supplier shall provide a ‘one stop shop’ for all travel and travel related services to Buyers which offers value for money while incorporating high quality service provision and meeting the needs of the individual travel requirements of the various Buyers.

5.1.2. The Supplier will work closely with the Buyers to develop a working relationship which will secure the best possible prices and promote continuous improvement in service delivery, customer service and after sales service in the provision of all requirements.

5.1.3. The Supplier will adopt a proactive approach when advising Buyers on localised events that may affect their travel e.g. London Underground or Eurostar strikes.

5.1.4. The Supplier must constantly source and negotiate improved deals, fares and rates on behalf of the Buyer, and make these available to all users of the Contract. The Supplier will be expected to lead on negotiating deals, fares and rates for the Buyer, however, where available, the Supplier must use deals, directly negotiated by CPD

or Buyers where they provide greater value for money than any other deals available.

- 5.1.5. The Supplier must engage with local and specialist travel and accommodation providers in Northern Ireland source and negotiate improved deals, fares and rates on behalf of the Buyer, and make these available to all users of the Contract.
- 5.1.6. The Supplier must work with the Buyers to encourage the use of discounted fares and rates, reduction in CO2 and Greenhouse emissions, and promote the benefits of good travel management.
- 5.1.7. The Supplier must provide information on CO2 emissions for travel booked through the Contract per Buyer as requested.
- 5.1.8. Where a travel policy exists for each Buyer the detail of each policy may differ. The Supplier will work with each Buyer to ensure that their individual travel policy considerations are taken into account and built into the Supplier's processes and systems for dealing with this Buyer. This will be agreed with the Supplier prior to implementation of the new Contract. (See **Annex D – Individual Organisations Procedures for Booking Travel** for details of each Buyer's Travel policies)
- 5.1.9. The Supplier must assist the Buyer in meeting their obligations in respect of any legislative requirements including any duties required under the Corporate Manslaughter Act 2008. Any risks in relation to application of the Act must be reported to the Buyer by the Supplier as soon as the Supplier is aware of any such risk.
- 5.1.10. The Supplier should note that the Contract for all the Services relate to the business requirements of each organisation and under no circumstances should the staff of the Buyer use the services for private use, unless stipulated otherwise by the Buyers' travel policies. The Supplier should be in a position to offer same night accommodation in Northern Ireland, when available.
- 5.1.11. KPI Performance Measures apply to this contract and are further detailed in Schedule 10 (Performance Levels).

## 5.2. **Core Service Provision**

- 5.2.1. The Supplier must provide a comprehensive and cost effective, fully managed service for all UK and international travel, accommodation and any other travel associated services to the Buyer or other nominated individuals working on behalf of the Buyer whilst meeting the requirements of the traveller within the travel policy.
- 5.2.2. The Supplier must also have processes in place to be able to administer travel bookings/arrangements on behalf of Buyers using both an online system (which is to be made available to Buyers who wish to be able to self-book online, including via mobile-friendly platforms such as smartphones and tablets) as well as an offline process for Buyers who do not wish to use the online self booking tool or for complex travel bookings.
- 5.2.3. In order to meet KPI3 (as defined in 'Schedule 10 (Performance Levels)) the Supplier **must** provide a **guaranteed lowest rate** at time of booking. The Buyer reserves the right to conduct random checks in relation to the lowest rate and other travel services provided to ensure that best price is being offered by the Supplier.
- 5.2.4. In order to meet KPI4 (as defined in 'Schedule 10 (Performance Levels)) if the Buyer sources a cheaper alternative the Supplier must take the necessary steps to make the cheaper alternative available to the Buyer.

## 5.3. **Online and Offline Booking Tools and Processes**

- 5.3.1. In order to meet KPI1 (as defined in 'Schedule 10 (Performance Levels)) the Supplier must provide any Buyer who wishes to make use of the online booking process with access to an online self-booking tool that can be used either by individual travellers or by nominated representatives on behalf of travellers 24 hours a day, 365 days per year e.g. Departmental Travel Bookers in the NICS. The online booking tool or portal must facilitate a full audit trail. The online self-booking tool must, as a minimum, have full functionality for the Buyer to research and book Air, Accommodation, Rail, and car and taxi hire. If the Supplier cannot provide all of the specified

functionality through the online booking tool, then it must demonstrate to what degree it is able to facilitate this functionality. It is also desirable that the Buyer can also use the online booking tool to research and book Ferry, car parking Reservations, and Hotel Conferencing. This online self-booking tool must be provided to the Buyer at no additional cost to the Buyer. NICS Departmental Travel Bookers currently use a combination of both Online and Offline booking tools on behalf of other civil servants, but may wish to move to allow multiple civil servants to book their own travel using the online self-booking tool. All other Buyers, apart from Ulster University, currently make all of their bookings using offline processes however any Buyer may change their booking processes to online or offline at any stage throughout the duration of the Contract. (Please refer to **Annex C – Spend / Volume Comparisons** for volume of transactions for each Buyer)

- 5.3.2. The Supplier must ensure that the online self-booking tool is available to authorised Buyer staff only, as agreed from time to time, and will not be made available to other parties such as patients, students etc to make or amend bookings.
- 5.3.3. The Supplier must provide Air, Rail, Car Hire, Taxi / onward road travel, car parking Reservations, Ferry, Accommodation and Hotel Conferencing, from a mix of Direct Connect, Global Distribution Systems Internet Distribution Systems and any other content available to the Supplier.
- 5.3.4. The online self-booking tool must have the ability to provide access to any last minute rate offers, and to any advance booking promotions that third party providers make available to Buyers.
- 5.3.5. The online self-booking tool and the offline booking process must include the ability to add individual traveller profiles at no additional cost to the Buyer. The Supplier must ensure that all Buyer information including traveller profiles are securely stored, maintained and updated in line with Buyer data security arrangements and requirements as set out in Schedule 16 (Security). The Suppliers online and offline booking tools and

processes must comply with all current and future Data Protection legislation, including GDPR, and supports the requirement to comply with Buyer data retention and disposal policies.

- 5.3.6. The online self-booking tool and the offline booking process must be customised to accommodate each individual Buyer's needs and also incorporate each Buyer's travel policy so that unauthorised travel, or travel which falls outside Buyer's travel policy cannot be booked. Each Buyer's policy may differ and have clearly provided justification when booking outside policy. Any areas of non-compliance must be referred to the Buyer for authorisation.
- 5.3.7. The Supplier must provide Buyers with online access to their travellers' profiles so that amendments can be made to accommodate matters such as traveller's special needs including special dietary requirements, wheelchair access requirements etc.
- 5.3.8. The Supplier must also provide full offline functionality whereby the Buyers can make bookings via offline channels such as telephone and email.
- 5.3.9. In order to meet KPI2 (as defined in 'Schedule 10 (Performance Levels)) Online quotes must be provided instantly and Offline travel quotations must be provided to the Buyer within 3-4 hours of the quotation being received by the Supplier. However, where the quotation includes group air travel, rail or accommodation, and due to the complexity of such arrangement, the Supplier must provide a quotation within 6 hours. The Supplier must however be able to facilitate urgent requests as and when required.
- 5.3.10. The Supplier must be able to accept multiple bookings from different Buyers at the same time for both online and offline bookings.
- 5.3.11. The Supplier must be able to facilitate bookings made by travellers and people booking on behalf of others.
- 5.3.12. The Supplier's booking systems and processes must encourage the use of the best value available option to the Buyer, and shall have key messages built into the process/online system to influence the choice of the user.

- 5.3.13. The Supplier must always inform the Buyer at the point of booking where possible (either via the online booking system or the offline process used) of the total cost of that booking including all booking fees and any additional charges which may be made by a third party provider, relating to that booking i.e. Airline credit card charges etc.
- 5.3.14. As also set out in para 8.7.5, the Supplier must facilitate consolidated invoicing in accordance with the outlined invoice requirements. The Supplier must provide sufficient supporting information for the consolidated invoice to allow for a reconciliation by travel bookers. The supporting information must include a breakdown of expenditure in a format that can be used for the purposes of accounting, including but not limited to journaling expense.

#### 5.4. ***Authorisation Process and Notification***

- 5.4.1. The Supplier must ensure that all online and offline bookings will incorporate Buyer specific approvals as required e.g. authorising officer approvals, and ability for Buyer to undertake financial management processes such as reconciliation of invoices.
- 5.4.2. Currently all approval for travel including justification is approved internally and offline prior to the booker making the booking however Buyers are trying to bring in new and efficient processes. The online self-booking tool must have the functionality to include an online approval process to ensure all required areas of the travel approval are processed and completed in line with the approval procedures and policies of each individual Buyer. Not all Buyers will wish to use this online approval process.
- 5.4.3. All bookings made by the Supplier on behalf of the Buyer must generate an instant confirmation with a unique reservation number by email, once a booking has been confirmed to include:
- **Accommodation** - the confirmation number, traveller name, venue name, venue address, price and cancellation terms and conditions.

- **Rail** – the confirmation number, traveller name, journey details, ticket fulfilment option (Ticket on Departure (TOD) reference number where applicable) and cancellation terms and conditions.
- **Air** – the confirmation number, traveller name, journey details, check in details, baggage entitlement, cancellation terms and conditions.
- **Ferry** – the confirmation number, traveller name, journey details, check in details, baggage entitlement, cancellation terms and conditions.
- **Car Hire** - the confirmation number, traveller name, providers name, providers address, price and cancellation terms and conditions.
- **Taxi** - the confirmation number, traveller name, providers name, providers address, price and cancellation terms and conditions.
- **Parking reservations** - the confirmation number, traveller name, providers name, providers address, price and cancellation terms and conditions.
- **Hotel Conferencing** - the confirmation number, traveller name, venue name, venue address, price and cancellation terms and conditions.

## 5.5. ***Air Travel***

5.5.1. The Supplier must, when dealing with and booking air travel for Buyers:

- Offer low cost carriers as well as scheduled flights;
- Constantly source new routes and lower fares on existing routes;
- Proactively negotiate with airlines to try and obtain better rates for higher volume or specific routes as requested by Buyers;
- Proactively identify and manage the use of frequent flyer / loyalty miles;
- Ensure a default booking of Economy flights, unless requested and authorised otherwise;

- Quote a choice of flights for Buyer itineraries (where available) for travel on the day before / day of / day after the required dates (where traveller can be flexible), quoting best available ticket price for each, with ticket conditions;
- Where available always present a minimum of 3 options for multiple destinations / long haul flights;
- Where available provide the facility for travellers to check in to flights online where the airline permits this and provide clear guidance on each airlines check in policy;
- Where available, provide the facility for travellers to book and check in a bag, equipment or other luggage where this is appropriate for the travel being booked;
- Provide the facility to select a particular seat on the flight as part of the booking, in line with the Buyer's travel policy;
- Constantly source benefits such as free or reduced rate lounge access, reduced rates for car parking, fast track security etc for Buyers; and
- Ensure facilities for disabled persons comply with the Disability Discrimination Act 1995.

## 5.6. ***Overnight Accommodation***

- 5.6.1. The Supplier must constantly source quality accommodation for the Buyer within the Buyers travel policies, whilst meeting the requirements of the traveller.
- 5.6.2. Whilst the Buyers' travel policies may allow for travellers to book outside of policy as per the individual travel authorisation process for each Buyer, the majority of the overnight accommodation requirements must be at the 3 star level as determined by the AA Hotel Standards (or international equivalent) (<https://www.aahospitalityservices.co.uk/aa-quality-standards/hotels/>) and contain the following:-
- 5.6.3. Bedroom to be clean, in good decorative order, of average size for the location to include the provision of:-

- Colour television with remote control;
- Tea and coffee making facilities;
- Direct dial telephone;
- Access to Wi-Fi;
- Work desk with chair;
- Wardrobe/wardrobe space;
- Adjustable heating/ventilation (air conditioning as a minimum standard for hotels in overseas locations);
- Secure lockable doors and meet all statutory safety and fire security arrangements; and an
- En-suite bathroom.

#### 5.6.4. Hotel to:

- If required have suitable restaurant facilities in hotel or nearby, offering a table d'hote menu (until at least 2100 hours) and a cooked or continental breakfast, as well as catering for special dietary needs;
- If required have access to secure and well lit car parking facilities;
- Have access for disabled persons, to comply with the Disability Discrimination Act 1995;
- Not have facilities that would interfere with business travel (i.e. Nightclubs directly on the premises that impacts noise levels in bedrooms etc);
- Provide lift access.

5.6.5. The Supplier must book overnight accommodation as close as possible to the location being visited by the traveller and provide accommodation situated in safe areas, particularly for lone travellers. On occasion, accommodation further away from location visited may be considered especially if this would result in the cost being within policy ceiling rates, only if public transport facilities are readily accessible and offer a frequent and safe service.

- 5.6.6. On occasions, given the purpose and nature of the business travel as directed by the Buyer, the Supplier must take into account requirements other than location to hotel and book accommodation which represents best value for money whilst offering suitable amenities for the Buyer. The Buyer may also have the requirement to book apartment type of accommodation if relevant.
- 5.6.7. The Supplier must guarantee accommodation will be available on late arrival.
- 5.6.8. The Supplier must be able to facilitate Buyer specific accommodation requests such as early arrival seeking facilities to get changed, freshen up and leave luggage. The Supplier must advise the Buyer of any additional costs incurred by these specific accommodation requests and obtain Buyer approval before booking.
- 5.6.9. The Supplier must maintain a list of accommodation providers that the Buyer wishes to remove from their customisable online and offline systems.
- 5.6.10. The Supplier must constantly source Bed and Breakfast and other types of accommodation as requested by the Buyer, whilst meeting the requirements of the traveller.
- 5.6.11. The Supplier must be able to facilitate payment of third party hotel bookings where Buyer personnel are attending conferences which have pre-booked hotel rooms.
- 5.6.12. The Supplier must provide information relating to the accommodation, if required by the Buyer. The information may include the following:-
- Provision of a map, directions and distance from location being visited;
  - Location of car park and cost (if applicable);
  - Accessibility by public transport;
  - Facilities for disabled persons comply with the Disability Discrimination Act 1995;
  - Other facilities offered e.g. leisure, bars, room service etc; and

- Details of the Supplier's out of hours contact number
- 5.6.13. The Supplier must identify periods of off peak demand for accommodation, with a view to obtaining preferential rates. These rates must then be offered to the Buyer. The Supplier must also offer the Buyer special daily offers and compare all possible rates for each booking in order to offer the best value for money rate available at time of booking.
- 5.6.14. The Supplier must negotiate preferential rates for Buyers for repetitive or long term stays.

**5.7. *Rail, Ferry, Car hire and other travel related services***

- 5.7.1. The Supplier must provide a comprehensive and cost effective Ferry, Rail, car hire and related travel services such as car parking sourcing and booking service to the Buyer within the travel policies (where appropriate).
- 5.7.2. The Supplier must accept telephone, e-mail, electronic and on-line bookings from the Buyer and shall confirm the booking by these methods.
- 5.7.3. The Supplier must provide a cost effective and efficient sourcing and delivery service for domestic rail for rail travel from Belfast to Dublin as requested by the Buyer. The Buyer reserves the right to use alternative booking arrangements for domestic (within NI) rail services if the Buyer can obtain better value for money elsewhere than the Supplier can provide.

**5.8. *Conference Facilities***

5.8.1. The Supplier must provide a conference facility/room booking service at the request of the Buyer which may include any of the following:-

- Negotiating and booking conferencing/syndicate room hire;
- Negotiating and booking day delegate rate to include attendance, refreshments and lunch;
- Extra Facilities (e.g. Screen, projector);

- Overnight Accommodation (if required);
- Contract set up with hotel;
- Manage stage payments required by Conference venue(s).

5.8.2. The Supplier must source the Conference Venue / facilities according to Buyer requirements. Where the Buyer has sourced any conference venues and facilities the Supplier will make or takeover ownership of bookings on behalf of the Buyer including the payment of the booking.

5.8.3. The Supplier will be required to liaise with the Buyer to ensure suitable conference venues are secured to meet their individual requirements and are value for money.

5.8.4. The Supplier will be responsible for the reservation and payment of conferencing venues.

#### 5.9. ***Other travel related Services***

5.9.1. The Buyer may on occasions require visas, travel insurance, currency, lounge passes and/or car parking. The Supplier will be responsible for the proactive advice and/or reservation of these other services and delivery of associated documentation to the Buyer prior to travel.

5.9.2. The NICS currently has a contract in place for travel insurance but may opt to include this at a later point once its current insurance contract ends. In addition to the Education Authority other Buyers including the PSNI and HSCNI have a requirement for travel insurance.

#### 5.10. ***Ticket Amendments, Cancellations and Refunds***

5.10.1. The Supplier must process any amendments or cancellations to online and offline bookings by any method stipulated by the Buyer and identify in advance any third party cancellation fees that may be incurred as a consequence. The Supplier must endeavour to negotiate cancellation deadlines in order to negate cancellation charges to the Buyer.

- 5.10.2. In the event of any element of the Services being incorrectly booked due to Supplier error, the Supplier must refund all costs incurred within timescales agreed with the Buyer. Such refunds must be made directly to the Buyer responsible for arranging the booking, and the Supplier will make no additional charge for re-booking where required.
- 5.10.3. In the event of any element of the Services being cancelled due to external events which affect the travel industry, the Supplier must endeavour to negotiate with any third parties (such as: airlines and hotel, etc) to ensure that only actual refunds in effect are provided to the Buyer. The provision of refund vouchers for individual travellers instead of actual refunds is not acceptable. However, in the event that there is no alternative other than loss of funds, vouchers that can be used for any travel by the Buyer's employees may be acceptable. The Supplier must refund all costs incurred within timescales agreed with the Buyer. Such refunds must be made directly to the Buyer responsible for arranging the booking.
- 5.10.4. No additional transaction charges must be levied by the Supplier for amendments or cancellations due to external events which affect the travel industry (e.g. pandemics, industrial action, volcanic ash, extreme weather conditions etc).

#### 5.11. ***Travel Ticket Delivery***

- 5.11.1. The Supplier must arrange delivery of tickets, and any other necessary travel documentation including visas to the Buyer.
- 5.11.2. The Supplier must despatch tickets by the most suitable efficient method to meet the travellers' requirement under individual circumstances. This may include, but not limited to, online ('E' ticket), desktop printing on Buyer's site, first class post, recorded delivery, special delivery, courier delivery, collection at the airport or ferry departure point or any other reasonable location requested by the traveller.
- 5.11.3. The Supplier must deliver the services (tickets, booking confirmation and any relevant documentation) to the Buyer on the

date specified or a minimum of 24 hours prior to the date of travel (excluding weekends and public holidays) when a date is not specified.

5.11.4. The Supplier must provide guidance on visa requirements, including when and for which destinations visas are necessary.

## 5.12. **Priority Travellers**

5.12.1. In support of the Executive's Programme for Government, a small number of Ministers, Chief Executives and Senior staff are required to represent Northern Ireland abroad and participate in a programme of overseas travel in order to bring investment and develop mutually beneficial relationships. This also applies to the Speaker, or representatives of the Assembly.

5.12.2. Due to the essential business and high profile nature of their travel these travellers may at times require a priority service.

5.12.3. Any travellers who have priority status will be notified as such by the Buyer to the Supplier, who shall ensure that the traveller's profile is noted accordingly.

5.12.4. Due to the sensitive nature of Ministerial business and Assembly business, it is a requirement of the Contract that all Supplier personnel handling travel information for Ministers, the Speaker or MLAs, will require security clearance before being assigned to this Contract. Supplier personnel must be vetted to Counter Terrorist Check (CTC).

5.12.5. The Supplier must be able to provide a booking and reservation service which meets the requirements of the priority travellers' needs. It will include but not be limited to the following:

- Travel quotations must be provided to the Buyer either immediately or as quickly as possible;
- The use of the most senior and proficient Staff with a single point of contact to handle all aspects of each booking, including full itinerary management;

- Priority over other reservations for emergency bookings as requested by the Buyer;
- Negotiate specific arrangements for priority travellers when necessary;
- Ability to accommodate multi-party, multi-location bookings including a mixture of Ministers and civil servants and other public sector travellers;
- Ability to respond to sudden changes of plan according to circumstance;
- Ability to accommodate Buyer specific requests; and
- Ability to make name changes to tickets without having to cancel booking and rebook (where permissible by the airline or third party carrier).

### 5.13. ***Confidential Travellers***

5.13.1. Buyers may have the requirement to make special and secure confidential travel and accommodation bookings for travellers involved in sensitive activities – for example criminal investigative work.

5.13.2. The Buyer will discuss any particular requirements of such a nature with the Supplier during implementation, and the Supplier must provide, when required by the Buyer, booking services in accordance with the Buyer's specific requirement if there are any anonymity or other confidentiality needs.

5.13.3. The Supplier must possess the capability to maintain profiles and bookings for these travellers under a pseudonym name and or company name as required by the Buyer.

### 5.14. ***Security Clearance***

5.14.1. All Supplier personnel must have been subject to at least the Baseline Personnel Security Standard (BPSS) before being assigned to this Contract.

5.14.2. Supplier personnel facilitating the Department of Finance (DoF), Department for Communities (DfC), Department for Infrastructure (DfI), Department of Education (DE), Department of Justice (DoJ), Public Prosecution Service for Northern Ireland (PPSNI), Police Service of Northern Ireland (PSNI) and the Northern Ireland Assembly Commission (NIAC) must be vetted to Counter Terrorist Check (CTC). The cost for CTC clearances will be borne by the Buyers (excluding PSNI and NIAC) at the outset and during the lifetime of the Contract if additional personnel are required to service the contract if the demand for travel increases. This will however be kept under review. Should the number of clearances requested significantly increase from the outset the Supplier may be required to bear the costs of CTC clearances for additional personnel.

5.14.3. NICSHR (or another body deemed appropriate by the NICS) will carry out security clearance checks on behalf of the NICS Departments only. The NICS reserves the right to reduce or cease such checks at any point during the contract and to agree alternative mechanisms to verify BPSS status with the Supplier. Further details in relation to security clearance requirements of the contract are included within Schedule 32 (Background Checks).

### 5.15. ***Fair Work Policy***

5.15.1. On 5 July 2021 the Northern Ireland Executive approved a revised policy on Scoring Social Value. The policy is set out in [Procurement Policy Note 01/21 - Scoring Social Value](#). This new policy requires, from the 1 September 2021, the following requirements to be incorporated into all government contracts:

- Compliance with relevant employment, equality and health and safety law and human rights standards;
- Adherence to relevant collective agreements; and

- Adoption of fair work practices for all workers engaged in the delivery of the contract.

5.15.2. There is a growing body of evidence about the importance of fair work practices and its impact on employees, employers and economic performance. Fair work plays a key role in supporting the positive behaviours and attitudes of employees that can lead to improved business performance, innovation and productivity, and can lead to better quality jobs.

5.15.3. Fair work practices should be respected by Suppliers that deliver public contracts, including sub-Suppliers. Suppliers should be able to demonstrate that they are good employers who have policies that adopt fair work practices for all workers engaged on delivering the contract.

5.15.4. The Executive is committed to the delivery of high-quality public services and recognises that this is critically dependent on a workforce that is well rewarded, well-motivated, and has access to appropriate opportunities for training and skills development.

5.15.5. In order to ensure the highest standards of service quality in this contract we expect Suppliers to take a similarly positive approach to fair work practices.

## 5.16. ***Living Wage***

5.16.1. New Decade New Approach (NDNA) commits the Northern Ireland Executive to becoming a Living Wage Employer. The Real Living Wage is an estimate of the hourly wage that would provide a full-time worker with a reasonable standard of living calculated by the Living Wage Foundation. In line with NDNA, the Supplier must ensure that the Living Wage Foundations rates are applied to staff working on this contract residing in the UK and, if applicable, their sub-Suppliers are on no less favourable terms. (See [Living Wage Foundation | For the real cost of living](#) for further information).

### 5.17. **Well-being Framework**

- 5.17.1. In accordance with [the Department of Finance's Social Value Strategy](#) the Supplier is required to develop a staff well-being framework to ensure staff have access to appropriate support and well-being services. This framework is required to be delivered within 6 months of contract award.

### 5.18. **Social Value**

- 5.18.1. The Supplier must comply with the Social Value requirements as detailed set out in Annex F.
- 5.18.2. Please see 'Schedule 10 Performance Levels' which details the social value KPI 9.

## **6. Buyer Specific Travel Services Requirements**

### 6.1. **Police Service NI (PSNI) Specific Service Requirements**

- 6.1.1. The Supplier will work with PSNI to make the necessary arrangements to accommodate travel when PSNI staff are travelling with detained persons or individuals under their custody.
- 6.1.2. The Supplier will work with the Buyer to make the necessary arrangements for the transportation of detained persons.
- 6.1.3. The Supplier must provide services associated with the provision for travel and accommodation services for Mutual Aid Police Officers (the provision of policing assistance from one force to another and is usually provided in response to or in anticipation of a major incident or event) from outside Northern Ireland including provision of chartered flights where required by the Buyer.
- 6.1.4. The Supplier must be able to provide, either directly or indirectly, major currencies such as Euros, US Dollars and Yen upon request. Other currencies must be made available within 48 hours of the Buyer's request.

6.1.5. Due to the sensitive nature of the Buyer's business, it is a requirement of the Contract that all Supplier personnel handling travel information for PSNI will require security clearance before being assigned to this Contract. Supplier personnel must be vetted to Counter Terrorist Check (CTC) before being assigned to this Contract. The cost of this will be borne by the Supplier.

## **6.2. *DOJ, its Agencies and ALBs***

6.2.1. Security and confidentiality are paramount for this Buyer and therefore due to the sensitive nature of the Buyer's business, it is a requirement of the Contract that all Supplier personnel handling travel information for DOJ will require security clearance and must be vetted to Counter Terrorist Check (CTC) before being assigned to this Contract.

6.2.3. The Supplier will work with the Buyer to make the necessary arrangements for the transportation of detained persons seeking Pilot/Captain's prior authority to transfer a detained person on board.

## **6.3. *Health – Patient Travel & Non-Staff Travel***

6.3.1. Patient Travel is a particular specialist area with specific requirements that go beyond normal business travel. The Supplier must work with the Buyer to deal with all aspects of patient travel. Patient travel arrangements will primarily be booked by the Health & Social Care Strategic Planning and Performance Group, with some bookings managed directly by individual HSC organisations, depending on operational requirements.

6.3.2. The Strategic Planning and Performance Group Patient Travel Office facilitates patients who are required to travel to specialist Health and Social Care providers outside Northern Ireland. Some patients may require an escort (usually a family member and not normally provided by the airline) and / or additional inputs to use standard commercial travel services but these will be within the normal capabilities of commercial carriers otherwise an emergency service would be used.

6.3.3. The Strategic Planning and Performance Group has a duty of care for patients and a duty of quality for the services it commissions for those patients. This latter duty extends to making appropriate and timely travel arrangements to facilitate access to specialist Health and Social Care services outside Northern Ireland. There is direct risk to the health of patients who miss scheduled specialist appointments / surgeries.

6.3.4. Due to the critical nature of patient travel the Supplier must:-

- Maintain sufficient, dedicated, experienced booking staff to respond to all patient travel booking requests, including same day / next day bookings. In addition the Supplier may be required to amend travel arrangements at short notice where unforeseen circumstances affect the original arrangements (e.g. adverse weather conditions / cancelled medical appointments). Such requests for amendments could come directly to the Supplier from the patient or their escort outside Strategic Planning and Performance Group Patient Travel Office hours. The Supplier's customer care response will be expected to reflect the Strategic Planning and Performance Group's duty of care in these circumstances. The Supplier will use the Strategic Planning and Performance Group guidance algorithm (Annex D – Individual organisation procedures for booking travel) to consider their discretion particularly when dealing with out of hours queries.
- The Strategic Planning and Performance Group Patient Travel Offices will liaise with the patient's NHS consultant to confirm the patient's Medical Information Details / Incapacitated Passenger Handling requirements and will forward these details to the Supplier. The Supplier must then send these details to the carrier's medical assessors as a preliminary to making the booking.
- The Strategic Planning and Performance Group will normally book patient travel 10/14 days in advance whenever possible however there will be occasions when urgent same day/next day travel arrangements are required. The Supplier must provide same

working day confirmation of all booking arrangements for patient travel bookings.

- The Supplier must maintain current detailed knowledge of carrier policies to make appropriate travel arrangements for Health and Social Care patients and their escorts. The Supplier must advise the Strategic Planning and Performance Group on carrier policies relating to patients with specific medical needs or a disability including:
  - Identity documentation
  - Use of oxygen cylinders/supplies whilst travelling
  - Medical documentation required to travel with medicine and equipment –e.g. head/neck braces.
  - What seating is appropriate on planes/road/train/tube/ferry
  - Wheelchair and any special equipment for disassembling, reassembly and travelling with batteries
  - Level of entry boarding ramps, lifts or other means of assisting an individual with a disability on and off an aircraft.
  - What baggage is appropriate
  - Staff travel – which is a standard business travel

6.3.5. Health and Social Care Trusts have a duty of care in social care emergency situations, where service users will require short term accommodation. A provision is also required for the booking of short to mid-term accommodation for staff such as Resident Doctors.

#### **6.4. *Invest NI Trade Mission Travel and Event Activities***

6.4.1. Invest NI's Trade Division is focused on assisting local businesses to develop international trade. This is achieved through a range of measures which include researching export markets and opportunities, marketing and sales, and export market visits and exhibitions. Invest NI identifies primary territories and markets that will drive Northern Ireland export sales and arrange market visits to

these territories via trade missions activities, conferences and exhibitions which form part of a yearly overseas events programme.

6.4.2. Invest NI has previously utilised a call-off contract with the current framework Supplier to provide Trade Mission travel bookings. However, at present bookings for Trade Missions are being placed by attendees and reimbursed by Invest NI, and as such are not utilising the call off contract. Invest NI do not currently require this service to be provided by the Contract Supplier. Should their needs change, Invest NI will consider the Contract as an option for Trade Mission Travel and Event Activities and should the Contract offer value for money Invest NI may modify the Contract for the provision of travel associated with their Trade Mission Travel and Event Activities. There is no guarantee Invest NI will procure Trade Mission Travel Services under this contract, and reserve the right to openly tender for these services.

6.4.3. Services included under the scope of travel services for Trade Mission Travel and Event Activities would include:-

- Accommodation and related booking services (e.g. reception venues, meeting rooms etc);
- Travel and related booking services; (e.g. airport transfers, in-market bus/car hire);
- Priority travel for Northern Ireland Assembly Minister(s) and/or Senior Civil Servants; and
- In-Market Visits

#### **6.5. *FE Colleges Specific Service Requirements***

6.5.1. The Buyer may use this Contract for the booking of all group related travel in connection with student study trips or work placement trips.

6.5.2. The Supplier must be capable of providing a booking and reservation service which meets the requirements of the students' curriculum needs. These will include, but not be restricted to, travel related to attendance at various student competitions such as World

Skills, as well as individually tailored study trips to global destinations.

6.5.3. The Supplier must be capable of securing access to requested businesses or venues in connection with the study requirements of the group, and of compiling a complete package to include all coach/rail, flight and accommodation needs, suitable for a mixed student group.

6.5.4. The Supplier must negotiate with travel and accommodation providers to try and secure a number of free accompanying staff places, dependent on the number of paying students travelling.

6.5.5. The Buyer may have the requirement to book apartment type accommodation if relevant.

#### **6.6. *Education Authority Specific Service Requirements***

6.6.1. The Buyer may use this Contract for the booking of youth/school/teacher group related travel.

6.6.2. The Supplier must be capable of securing access to requested businesses or venues in connection with the requirements of the group, and of compiling a complete package to include all coach/rail, flight and accommodation needs, suitable for a mixed youth group. This may include the booking of outdoor activity residential facilities across NI and potentially ROI.

6.6.3. In addition, travel insurance is required for when EA groups travel outside of the UK.

6.6.4. Where third party costs and additional site costs such as deposits are to be applied on arrival, the Supplier must make the EA booker aware well in advance of departure.

#### **6.7. *Northern Ireland Assembly Commission Specific Service Requirements***

6.7.1. The Buyer may use this Contract for the booking of travel of either individual, or groups of MLAs, the Speaker of the Assembly, and staff on Assembly or Committee business. The contract may also be used for youth/educational group related travel, affiliated with participation in the Youth Assembly, or similar programmes.

6.7.2. Due to the sensitive nature of serving as an elected representative and carrying out Assembly business, it is a requirement of the Contract that all Supplier personnel handling travel information for the NIAC will require security clearance before being assigned to this Contract. Supplier personnel must be vetted to Counter Terrorist Check (CTC). The cost for CTC clearances will be borne by the Supplier.

#### **6.8. *Housing Executive Specific Service Requirements***

6.8.1. In addition to routine business travel, the Housing Executive have a requirement for emergency accommodation at short notice. The Supplier should work with the Housing Executive to endeavour to have suitable short term accommodation available for same day booking when required.

### **7. Customer Support**

#### **7.1. *Hours of Service (including out of hours and emergency services)***

7.1.1. The Supplier must provide an office hours service between the hours of 08:00 and 17:00 hours (Core Hours), Monday to Friday each week (excluding Northern Ireland public holidays). Where online or electronic booking methods are used, the service must be accessible and operational 24 hours per day, 7 days a week.

7.1.2. The Supplier will be required to provide a generic email address and dedicated help desk function for phone and email bookings and to respond to email and telephone queries.

7.1.3. In order to meet KPI5 (as defined in 'Schedule 10 (Performance Levels)) the Supplier must provide an out of hours service, 365 days of the year to provide a full range of out of hours travel assistance for changing and booking short notice / emergency travel. Outside hours (Non-core hours) will apply after 17:00 and before 08:00 on weekdays and all day weekends and Bank/Public Holidays.

7.1.4. The Supplier must ensure that out of hours services are booked in compliance with the service requirement and the Buyer's travel policy (where applicable).

## **7.2. Account Management**

7.2.1. The Supplier must work effectively across the Buyers which are made up of a number of complex and diverse organisations. Effective communication and engagement with the Buyers are integral to the successful operation of this Contract.

7.2.2. In accordance with Schedule 13 (Contract Management) the Supplier must provide an Account Manager who must:

- liaise with the Buyer representative in order to resolve issues and manage the operational aspects of the Contract on a day to day basis;
- be supported by an Account Team who, collectively with the Account Manager, will have a detailed understanding of each Buyer's requirements and will be able to provide advice and assistance to Buyers regarding their travel service requirements;
- be available for implementation with all Buyers;
- liaise with CPD and Buyers on contractual issues and the Buyer on travel policy and operational issues;
- take immediate action to resolve all queries and complaints and shall provide a full written explanation to the Buyer;
- keep the complainant informed with the progress of their complaint at regular intervals, until the complaint is resolved; and
- monitor the savings achieved and advise CPD and the Buyer at Contract review meetings.

7.2.3. The Supplier must record all complaints, together with the actions and timescales taken to resolve the complaint, and provide a

summary to the Buyer Contract Manager at the end of every quarter.

- 7.2.4. The Supplier must provide details of the process for escalation where a complaint cannot be resolved satisfactorily by the Account Manager, this should include the name and position of the person who the complaint will be escalated to.
- 7.2.5. In the event that complaints cannot be resolved between the Buyer's Representative and the Supplier, the Buyer's Representative will escalate this to a senior member of staff. At the Buyer's Representative request, the Supplier shall also escalate this within their organisation and agree to meet with the Buyer's Representative to discuss complaint resolution. If the issue remains unresolved the Buyer's Representative shall contact CPD who will review the complaint and advise how the matter is progressed.
- 7.2.6. The Account Team must proactively review, monitor and advise Buyers of any loyalty points/rewards systems that Buyers could avail of to obtain lower cost or enhanced services as a result of these loyalty schemes. Any loyalty/reward points system must only be made to the Buyer organisation and not the individual traveller for their personal use.

### **7.3. *Training and Education of Travel Bookers***

- 7.3.1. The Supplier will be required to carry out training sessions for on-line and off-line bookings for all Buyer travel bookers. All material for the training sessions must be available electronically before the training sessions and made available to Buyer's new staff on request after contract commencement.
- 7.3.3. All training sessions must be carried out at the Buyers' premises and ensure all bookers are fully aware of the booking procedures. The Supplier must be prepared to facilitate ongoing and future training at no extra cost should the Buyer request this. The Buyer is willing to consider remote/Webex/MS Teams training for initial, ongoing, and in-contract training.

- 7.3.4. A contact name and telephone number must be provided by the Supplier to support all further queries. The Supplier must deliver this training at no extra cost to the Buyer.
- 7.3.5. As part of the training programme the Supplier must provide advice on alternative booking requirements/processes available at point of booking that bookers could avail of to obtain best value.
- 7.3.6. The Supplier must ensure travellers and bookers are kept up to date on fare changes, special promotions and any new services or changes.
- 7.3.7. The Supplier must keep the Buyer up to date on important industry news and market updates via travel newsletters (at least quarterly), including:
- Ongoing progress/issues;
  - Industry updates; and
  - special events guides to enable the bookers to identify cost reductions and are kept up to date with relevant travel information.
- 7.3.8. The Supplier must provide exception/opportunities reports to the Buyer, demonstrating how by changing specific behaviour/requirement reduced cost and CO2 levels could be achieved.
- 7.3.9. The Supplier must specifically inform the Buyer of any developments in the marketplace, including sustainability, which may affect the Service, and shall highlight how they shall make use of those changes. They must proactively advise the Buyer on how to reduce travel expenditure.

7.4. ***Contract Review Meetings and Management Information***

- 7.4.1. The Supplier must attend contract review meetings with each individual Buyer as a minimum every 3 (three) months initially after Contract commencement to monitor and assess the level of performance standards of the Contract and review any issues

arising. If the Supplier is performing to a satisfactory standard, as deemed by the Buyer, these review meetings may move to take place every 6 to 12 months as agreed by each Buyer and Supplier.

7.4.2. The Supplier must bear their own costs associated with attending these meetings, which typically will be held in the Belfast area.

7.4.3. In order to meet KPI6 (as defined in 'Schedule 10 (Performance Levels)) the most current up to date management information must be supplied to the Buyer at least 5 working days before any review meeting. The MI must be capable of being submitted in the formats as requested by Buyer (such as MS Excel and pdf) and be of no additional charge to the Buyer.

7.4.4. Each Buyer may require individual operational meetings as and when requested.

7.4.5. The Typical MI required by the Supplier must include, but is not restricted to: -

- Key performance indicator information including mapping of the KPI's to the Regulation 39(5) Ratings;
- Overall Business Summary – spend by Buyer for all aspects of the Service (airline, rail, ferry, car hire, taxi, accommodation etc)
- Airline flights and costs disaggregated to identify individual travellers as well as a breakdown of the number and costs of flights in individual classes or deal fare categories;
- Analysis of Domestic and International travel costs on an individual carrier and destination airport basis per Buyer;
- Record of complaints and compliments by Buyer;
- Online/offline bookings analysis;
- Hotel Bookings Analysis – including conferencing facilities;
- Full breakdown of all transaction costs per Buyer including 'out of hours' calls, amendments, cancellations to bookings etc;
- An annual Customer Service Plan that looks forward to the forthcoming year's events and opportunities and describes how the Supplier will liaise with Buyers;

- A report detailing each booking and the amount of settlement discount actually received by the Buyer. This must be sent to the Buyer on a monthly basis or less frequently if requested by the Buyer;
- A record of any air miles, airline points or loyalty schemes;
- A report detailing annual distance travel mileage (in kilometres), CO2 emissions (in kg CO2e), and other GHG generated by travel booked through the Contract per Buyer and per type of travel (i.e. mode of transport, category and class);
- A report detailing the annual emissions for each hotel stay booked through the Contract per Buyer (i.e. country, number of nights, emissions (in kg CO2e));
- Details of how far in advance travel bookings are being made
- Information on the cost of the cheapest alternative to the actual travel booking made (if appropriate).

7.4.6. The baseline for savings calculations will be agreed between the Buyer and the Supplier after award of the Contract. The Supplier must capture and provide management information to the Buyer, as agreed for each Buyer, on savings (both actual and missed), and provide ongoing pro-active advice on how savings can be maximised.

7.4.7. The Supplier must also provide reports on instances of non-compliance to travel policy as agreed by each Buyer.

7.4.8. Should CPD or the Buyer request further statistical and performance reports, additional or enhanced management information during the life of the Contract, the Supplier must provide the information within 3 working days, where possible, at no additional cost.

7.4.9. The objective of the Contract review meetings will be to monitor the performance standard detailed in the “Scale of Satisfaction” box on the CM01 Monitoring Schedule (See Annex E) – completed by each Buyer at contract review.

7.4.10. The CPD Contract Manager will facilitate and attend a yearly category review meeting with the Supplier to review the performance of the Contract across the previous twelve months. The objective of the meetings will be to monitor the performance standard detailed in the CM01 and to take any corrective action by:

- Providing a channel of communication between the Buyer(s) and the Supplier; and
- Monitoring the standards of service to ensure compliance with contract requirements.

7.4.11. The Supplier shall capture and provide management information to CPD, including the Key Performance Indicators reports mapped to the Regulation 39(5) Ratings, as agreed for each Buyer, on savings (both actual and missed), and provide ongoing pro-active advice on how savings can be maximised.

7.4.12. CPD will centrally manage reporting obligations under the Procurement Act 2023, including transparency requirements and the annual publication of performance notices.

7.4.13. The most current up to date management information shall be supplied by the Supplier to CPD at least 5 working days before any CPD Framework review meeting. The MI must be capable of being submitted in the formats as requested (such as MS Excel and pdf) and agreed to by CPD and be of no charge to CPD.

7.4.14. Should CPD request further statistical and performance reports, additional or enhanced management information during the life of the Contract, the Supplier(s) shall provide the information within 3 working days, where possible, at no additional cost.

7.4.15. The Supplier must provide all management information for Services delivered under this Contract until the contract end. The exiting Supplier must comply with GDPR and dispose of all personal data held in relation to the performance of this Contract in a secure and timely manner.

## **7.5. *Security / Risk Management***

- 7.5.1. The Supplier must provide incident alerts to the Buyer when the Supplier becomes aware of an incident or other circumstances when they must be notified as requested by the Buyer. These alerts must provide details of the exact location of the incident (for accommodation) or specific flight, ferry or rail details.
- 7.5.2. The Supplier must provide the names of the affected travellers to the Buyer. Details shall be provided within 1 hour of the Supplier being aware of any incident, or if details are requested by the Buyer. Where the incident will affect travel plans for future travellers, these travellers and the Buyer must be contacted by the Supplier in order to minimise travel disruption and inconvenience.
- 7.5.3. The Supplier must assist travellers that are involved in any situation requiring support (for example an airline disaster or otherwise stranded as a result of transport failure), either during or outside of normal working hours.
- 7.5.4. The Supplier must inform the Buyer and travellers about security risks, and any precautions necessary.
- 7.5.5. The Supplier must assist the Buyer in any travel risk assessments and security/medical related communications to include warnings about health risks, international terrorism and any other risks.

## **7.6. *Business Continuity Procedures***

- 7.6.1. In accordance with Schedule 14 (Business Continuity) the Supplier must prepare and deliver a business continuity and disaster recovery plan to the Buyer for their approval to ensure uninterrupted delivery of the Services. As a minimum the plan must deal with;
- Alternative processes to make bookings due to technical fault;
  - Provision of adequate resources for a peak in demand for services; and
  - Provision of adequate cover of appropriately security cleared staff during planned/unplanned absence

7.6.2. The BCDR Plan will ensure appropriate contingency arrangements are in place to deliver services for example during industrial disputes, pandemics, civil unrest or for any technical difficulties in normal communication channels including use of the online booking system. The Supplier must provide a BCDR plan within 40 working days of contract commencement date for the Buyer's approval. At a minimum the BCDR plan will be reviewed and updated annually with the Buyers at no additional cost to the Buyer.

### **7.7. *Continuous Improvement***

7.7.1. In accordance with Schedule 11 (Continuous Improvement) the Supplier must provide a Continuous Improvement Plan in regards to identifying / implementing proposals for improving current processes and potential savings. If, after consideration and deemed viable by CPD and the Buyers, these proposals may be actioned and the Supplier and the Buyers shall agree the level of support required by the Supplier.

## **8. Payment and Invoicing**

- 8.1. The Supplier must not provide intermediary finance arrangements.
- 8.2. The Supplier must be able to provide a variety of payment and invoicing methods to include, but not limited to, payment by card, bill back and pre-paid options.
- 8.3. The table below details each Buyer's current payment and invoicing mechanisms however each Buyer will confirm / determine their preferred payment method as part of their account opening / implementation procedure with the Supplier. Buyers also reserve the right to change their invoicing and payment options throughout the duration of the Contract and will give the Supplier sufficient notice of their intention to do so.

- 8.4. The Supplier must work with the Buyers to fully operationalise the agreed payment and invoicing mechanism that the Buyers wishes to use.

<b>Buyer</b>	<b>Method</b>
NICS / PPS	eInvoicing
PSNI	Electronic Purchasing Card
Health	Bill Back (predominantly pre-paid with agreed amounts)
Invest NI	eInvoicing and Electronic Purchasing Card
NIHE	eInvoicing / Bill Back / GPC. To be confirmed during on-boarding.
EA	Currently Bill back though may move to consolidated invoicing or EPC
FE Colleges	The Colleges operate a mix of invoicing, Pre Pay and Bill Back – each College will advise the Supplier at the time of joining the programme
Translink	Translink utilise a number of payment options and will be confirmed on contract award.
NIAC	Electronic Purchasing Card, Monthly invoicing

## 8.5. ***EPC***

- 8.5.1 Suppliers must be able to accept an Electronic Purchasing Card (EPC) and, if so, indicate what level of VAT reporting capability (Summary or Line Item Detail) they have. Suppliers must have Level 3 summary / line item detail reporting capability.
- 8.5.2 The Buyer will not be liable for any additional fees (e.g. merchant or bill back fees) associated with the administration and billing methods associated with payment by card.
- 8.5.3 CPD has established a contract with Lloyds Bank PLC to provide a procurement/payment card service for the NICS Departments and the wider NI public sector. The NICS will however process all payments in regards to NICS Travel Bookings via eInvoicing instead of the EPC.
- 8.5.4 Further details of the card arrangements and the Participating Bodies can be found here:-

<https://www.finance-ni.gov.uk/articles/payment-cards-northern-ireland-central-government-and-wider-public-sector>

#### 8.6. **Bill Back**

- 8.6.1. The Supplier must be able to operate a bill-back invoicing service for the Buyer.
- 8.6.2. The Supplier shall be responsible for paying all aspects of the Buyer's account (air, rail, accommodation, car hire etc) and then submit an invoice to the Buyer for payment. The Supplier must provide this facility at no additional cost to the Buyer.
- 8.6.3. The Buyer and the Supplier shall agree prior to booking the pre-paid amount when a pre-paid facility is required. This is the total amount that the Buyer is willing to pay the Supplier and the Supplier's invoice must not exceed this amount. The cost of any further incidentals such as drinks, newspapers etc will be at the personal cost of the traveller. The Buyer will not pay for any incidentals in line with their travel policy unless agreed prior to travel between the Buyer and the Supplier.

#### 8.7. **Invoicing**

- 8.7.1. Each Buyer will define their specific invoicing requirements upon award of contract with the Account Manager.
- 8.7.2. In line with the Northern Ireland Executive's commitment to pay suppliers as quickly as possible, payment will be made in respect of a valid invoice (submitted with all necessary supporting documents/information) within ideally 10 working days and no longer than 30 days.
- 8.7.3. The Supplier's invoices must be itemised, and based entirely on the prices, rates and discounts contained in the Contract.
- 8.7.4. Some Buyers may wish to make payment via consolidated invoicing, whereby the fees will be paid monthly in arrears on production of a valid invoice for the Services. The Supplier will be requested to submit paper or electronic invoices as requested by the Buyer. All

invoices must meet the authorisation and audit requirements of the Buyer.

- 8.7.5. Buyers using Account NI - The Supplier must invoice the relevant Buyer monthly, in arrears. The invoice must as a minimum detail the Contract Reference; Purchase Order Reference; Bookers name; Traveller(s) name with dates of travel and destination; Full breakdown of individual elements of booking (e.g. flight, hotels, rail etc); Service Type; The agreed charges, including any discounts, handling and freight charges and a breakdown clearly showing each VAT amount and the applicable VAT rate (and where not complete, a breakdown of the relevant work or services as they relate to this charge or an explanation of a difference in expected charge). Invoices and credit notes must be provided in pdf format via email and sent directly to Account NI at the following address; [invoicing@accountni.gov.uk](mailto:invoicing@accountni.gov.uk).
- 8.7.6. As set out in 5.3.14, the Supplier must facilitate consolidated invoicing in accordance with the outlined invoice requirements. The Supplier must provide sufficient supporting information for the consolidated invoice to allow for a reconciliation by travel bookers. The supporting information must include a breakdown of expenditure in a format that can be used for the purposes of accounting, including but not limited to journaling expense.
- 8.7.7. Buyers using systems other than Account NI - the Supplier must invoice the relevant Buyer monthly, in arrears. The invoice must detail the Contract Reference; Purchase Order Reference; Bookers name; Traveller(s) name with dates of travel and destination; Full breakdown of individual elements of booking (e.g. flight, hotels, rail etc); Service Type; The agreed charges, including any discounts, handling and freight charges and a breakdown clearly showing each VAT amount and the applicable VAT rate (and where not complete, a breakdown of the relevant work or services as they relate to this charge or an explanation of a difference in expected charge). Invoices and credit notes must be completed and issued electronically where possible.

- 8.7.8. Further information on invoicing and the characteristics of a valid invoice for Account NI and Non Account NI Buyers is provided in the Award Form.
- 8.7.9. The Supplier must adopt alternative approaches to paying for Services if better value for money can be demonstrated by new methods that are compatible with the Buyers systems, i.e. consolidated invoices.
- 8.7.10. A Buyer may request extra detail to appear on each invoice at no additional cost. It is critical that each invoice makes clear what has been charged and why, and that its layout facilitates checking, approval and audit.
- 8.7.11. The Supplier must issue credit notes within ten working days of an identified discrepancy. The Supplier must issue copy invoices within five working days of a request being made by the Buyer. Where possible these documents are required in electronic format; however this must be confirmed with each Buyer as part of the Buyer transition procedure.
- 8.7.12. The Supplier must perform regular internal audits to check for duplicate charges and / or payments, and provide the Buyer with a report of all items identified on a quarterly basis, arranging appropriate refunds to the Buyer as required.

## **8.8. *Service Provider Management Fee***

- 8.8.1. Buyers will not pay a separate management fee to the Supplier for the Services. All costs associated with the successful Supplier running the contract such as account management, administration (e.g. pay adjustments/processing refunds), attending review meetings, out of hours/helpdesk support, staffing costs, travel and subsistence costs to Buyer premises, the provision and implementation of the online booking system (including API integration / licensing costs), customisation and ongoing maintenance of the online booking system, provision of all training

material, provision of all management information reports and plans, IT costs, disaster recovery, insurances, office rental, assets, sundries and office consumables, utilities, depreciation, profit, etc., must be entirely funded by the Supplier's Transaction Fee (as per Schedule 3 Pricing Schedule Spreadsheet, plus any commission made as part of the bookings under this arrangement.

8.8.2. In order to minimise the transaction costs, the Supplier shall retain all commissions they receive from third party organisations in relation to this contract.

### 8.9. **Cyber Essentials Plus**

8.9.1. The Supplier must ensure that they maintain Cyber Essentials Plus certification for the duration of the Contract.

8.9.2. Details of the Cyber Essentials Scheme can be found at:  
<https://www.cyberessentials.ncsc.gov.uk/>

### 8.10. **Quality Standards**

8.10.1. The Supplier must ensure that they maintain ISO 9001:2015 accreditation for the operation of Travel Management Services for the duration of this Contract.

### 8.11. **Professional Licenses**

8.11.1. The Supplier must ensure that they maintain a valid IATA license for the duration of this Contract.

### 8.12. **Financial Conduct Authority**

8.12.1. The Supplier or its 3<sup>rd</sup> party provider must ensure that they maintain authorisation from the Financial Conduct Authority to sell travel insurance for the duration of this Contract.

## Annex A - Buyer Onboarding Dates (including Phase 1 Buyers)

Department	Public Bodies and Arm's Length Bodies	Onboarding Date	Phase 1 Buyer
<b>Department of Agriculture, Environment and Rural Affairs - DAERA</b>		01/05/2026	Y
	Agri-Food and Biosciences Institute (AFBI)	01/05/2026	Y
	College of Agriculture, Food and Rural Enterprise (CAFRE)	01/05/2026	Y
	Forest Service	01/05/2026	Y
	Livestock and Meat Commission for Northern Ireland (LMC)	01/06/2026 or 01/06/2027	-
	Northern Ireland Environment Agency (NIEA)	01/05/2026	Y
<b>Department for Communities - DfC</b>		01/05/2026	Y
	Arts Council of Northern Ireland	01/05/2026	Y
	Commissioner for Older People for Northern Ireland (COPNI)	01/05/2026	Y
	National Museums Northern Ireland (NMNI)	01/05/2026	Y
	Northern Ireland Housing Executive (NIHE)	01/07/2026	-
	Northern Ireland Library Authority -Libraries NI	01/05/2026	Y
	Sport NI	01/05/2026	Y
<b>Department of Education - DE</b>		01/05/2026	Y

	Council for Catholic Maintained Schools (CCMS)	01/05/2026	Y
	Council for the Curriculum, Examinations and Assessment (CCEA)	01/05/2026	Y
	Education Authority	01/05/2026	Y
	Education and Training Inspectorate NI	01/05/2026	Y
	Northern Ireland Council for Integrated Education (NICIE)	01/05/2026	Y
<b>Department for the Economy - DfE</b>		01/05/2026	Y
	Belfast Metropolitan College	01/05/2026	Y
	Health and Safety Executive for Northern Ireland (HSENI)	01/05/2026	Y
	Industrial Court (Part of DfE Core)	01/05/2026	Y
	Industrial Tribunals and the Fair Employment Tribunal (Part of DfE Core)	01/05/2026	Y
	Invest Northern Ireland	01/05/2026	Y
	Labour Relations Agency (LRA) - including Industrial Court	01/05/2026	Y
	Northern Ireland Certification Officer for Trade Unions and Employers' Associations	01/05/2026	Y
	Northern Ireland Screen	19/11/2026	-
	Northern Regional College	01/05/2026	Y
	North West Regional College	01/05/2026	Y
	South Eastern Regional College	01/05/2026	Y
	Southern Regional College	01/05/2026	Y
	South West College	01/05/2026	Y

	Stranmillis University College	01/07/2026 or 01/07/2027	-
	Tourism NI	01/05/2026	Y
	Ulster University	01/04/2027 or 01/04/2029	-
<b>Department of Finance - DoF</b>		01/05/2026	Y
	International Fund for Ireland (Part of DoF)	01/05/2026	Y
<b>Department of Health - DoH</b>		01/05/2026	Y
	Belfast HSC Trust	01/09/2026	-
	Northern HSC Trust	01/09/2026	-
	South Eastern HSC Trust (SEHSCT)	01/09/2026	-
	Southern HSC Trust (SHSCT)	01/09/2026	-
	Western HSC Trust (WHSCT)	01/09/2026	-
	Northern Ireland Ambulance Service HSC Trust (NIAS)	01/09/2026	-
	Strategic Planning and Performance Group	01/09/2026	-
	Northern Ireland Blood Transfusion Service (NIBTS)	01/09/2026	-
	Children's Court Guardian Agency for Northern Ireland (previously NIGALA)	01/09/2026	-

	Northern Ireland Medical and Dental Training Agency (NIMDTA)	01/09/2026	-
	Public Health Agency (PHA)	01/09/2026	-
	Regional Business Services Organisation (BSO)	01/09/2026	-
	Patient and Client Council (PCC)	01/09/2026	-
	Health and Social Care Regulation and Quality Improvement Authority (RQIA)	01/09/2026	-
	Northern Ireland Social Care Council (NISCC)	01/09/2026	-
	Northern Ireland Practice and Education Council (NIPEC)	01/09/2026	-
	Northern Ireland Fire and Rescue Service	01/09/2026	-
<b>Department for Infrastructure - DfI</b>		01/05/2026	Y
	Transport and Road Asset Management (TRAM)	01/05/2026	Y
	Driver and Vehicle Agency (DVA)	01/05/2026	Y
	DfI Rivers	01/05/2026	Y
	Trafficwatch NI (Part of DfI)	01/05/2026	Y
	Translink	22/09/2026	-
<b>Department of Justice - DoJ</b>	DoJ Core	01/05/2026	Y
	Forensic Science Northern Ireland	01/05/2026	Y
	Legal Services Agency Northern Ireland	01/05/2026	Y
	Northern Ireland Prison Service	01/05/2026	Y
	Victim Support NI (Fall under DoJ Core)	01/05/2026	Y

	Youth Justice Agency	01/05/2026	Y
	Northern Ireland Courts and Tribunals Service (NICTS)	01/05/2026	Y
	Care Tribunal (Inc in NICTS)	01/05/2026	Y
	Charity Tribunal (Inc in NICTS)	01/05/2026	Y
	Criminal Injuries Compensation Appeals Panel Northern Ireland Tribunal (Inc in NICTS)	01/05/2026	Y
	Lands Tribunal (Inc in NICTS)	01/05/2026	Y
	Mental Health Review Tribunal (Inc in NICTS)	01/05/2026	Y
	NI Judiciary (Inc in NICTS)	01/05/2026	Y
	Northern Ireland Charity Tribunal (Inc in NICTS)	01/05/2026	Y
	Northern Ireland Health and Safety Tribunal (Inc in NICTS)	01/05/2026	Y
	Northern Ireland Traffic Penalty Tribunal (Inc in NICTS)	01/05/2026	Y
	Northern Ireland Valuation Tribunal (Inc in NICTS)	01/05/2026	Y
	Parole Commissioners for NI (Inc in NICTS)	01/05/2026	Y
	Pensions Appeal Commissioners Tribunal (Inc in NICTS)	01/05/2026	Y
	Pensions Appeal Tribunal (Inc in NICTS)	01/05/2026	Y
	Planning Appeals and Water Appeals Commission (PACWAC) (Inc in NICTS)	01/05/2026	Y
	Social Security and Child Support Commissioners Tribunal (Inc in NICTS)	01/05/2026	Y

	Special Educational Needs and Disability Tribunal (Inc in NICTS)	01/05/2026	Y
	Criminal Justice Inspection Northern Ireland	01/05/2026	Y
	Northern Ireland Police Fund	01/05/2026	Y
	Northern Ireland Policing Board	01/05/2026	Y
	Office of Police Ombudsman for Northern Ireland	01/05/2026	Y
	Police Service of Northern Ireland	14/04/2027	-
	Prisoner Ombudsman for Northern Ireland	01/05/2026	Y
	Probation Board for Northern Ireland	16/01/2027	-
	State Pathologist's Department	01/05/2026	Y
	Victims' Payments Scheme	01/05/2026	Y
<b>The Executive Office - TEO</b>		01/05/2026	Y
	Attorney General for Northern Ireland	01/05/2026	Y
	Commission for Victims and Survivors for Northern Ireland (CVSNI)	01/05/2026	Y
	Commissioner for Public Appointments for Northern Ireland (CPANI)	01/05/2026	Y
	Commissioner for Survivors of Institutional Childhood Abuse (COSICA)	01/05/2026	Y
	Commissioner for the Ulster Scots and the Ulster British Tradition	01/05/2026	Y
	Equality Commission for Northern Ireland (ECNI)	01/05/2026	Y
	Historical Institutional Abuse Redress Board	01/05/2026	Y
	Irish Language Commissioner	01/05/2026	Y
	Maze Long Kesh Development Corporation (MKLDC)	01/05/2026	Y

	North/South Ministerial Council (NSMC) - part of TEO Core	01/05/2026	Y
	Northern Ireland Community Relations Council (NICRC)	01/05/2026	Y
	Northern Ireland Judicial Appointments Commission (NIJAC)	01/05/2026	Y
	Strategic Investment Board (SIB)	01/05/2026	Y
	Office for Identity and Cultural Expression	01/05/2026	Y
<b>Northern Ireland Assembly Commission</b>		01/05/2026	Y
<b>Northern Ireland Public Services Ombudsman (NIPSO)</b>		01/05/2026	Y
<b>Northern Ireland Audit Office</b>		01/05/2026	Y
<b>Utility Regulator (UREGNI)</b>		01/05/2026	Y
<b>Public Prosecution Service for NI</b>		01/05/2026	Y

## **Annex B - NICS Organisations**

**The 9 main government departments including their agencies** (*Agencies are listed below the relevant department*):

Department of Agriculture, Environment & Rural Affairs (DAERA) <ul style="list-style-type: none"><li>- Forest Service</li><li>- Northern Ireland Environment Agency (NIEA)</li></ul>
Department for Communities (DfC)
Department of Education (DE) <ul style="list-style-type: none"><li>- Education and Training Inspectorate NI</li></ul>
Department for the Economy (DfE) <ul style="list-style-type: none"><li>- Health and Safety Executive Northern Ireland (HSENI)</li><li>- Industrial Court</li><li>- Industrial Tribunals and the Fair Employment Tribunal</li></ul>
Department of Finance (DoF) <ul style="list-style-type: none"><li>- International Fund for Ireland</li></ul>
Department for Infrastructure (DfI) <ul style="list-style-type: none"><li>- DfI Rivers</li><li>- Driver and Vehicles Agency (DVA)</li><li>- Trafficwatch NI</li><li>- Transport and Road Asset Management (TRAM)</li></ul>
Department of Health (DoH)
Department of Justice (DoJ) <ul style="list-style-type: none"><li>- Forensic Science Northern Ireland (FSNI)</li><li>- Legal Services Agency Northern Ireland (LSANI)</li><li>- Northern Ireland Prison Service (NIPS)</li><li>- Victim Support NI</li><li>- Youth Justice Agency (YJA)</li><li>- Northern Ireland Courts and Tribunal Service (NICTS)<ul style="list-style-type: none"><li>▪ Care Tribunal</li><li>▪ Charity Tribunal</li><li>▪ Criminal Injuries Compensation Appeals Panel Northern Ireland Tribunal</li><li>▪ Lands Tribunal</li><li>▪ Mental Health Review Tribunal</li><li>▪ NI Judiciary</li><li>▪ Northern Ireland Charity Tribunal</li><li>▪ Northern Ireland Health and Safety Tribunal</li></ul></li></ul>

- Northern Ireland Traffic Penalty Tribunal
- Northern Ireland Valuation Tribunal
- Parole Commissioners for NI
- Pensions Appeal Commissioners Tribunal
- Pensions Appeal Tribunal
- Planning Appeals and Water Appeals Commission (PACWAC)
- Social Security and Child Support Commissioners Tribunal
- Special Educational Needs and Disability Tribunal

The Executive Office (TEO)

The following NDPBs and other bodies are listed against their sponsoring Department.

<b>Sponsoring Department</b>	<b>Non Departmental Government Bodies / Agencies / Arms Length Bodies</b>
<b>Department of Agriculture, Environment &amp; Rural Affairs (DAERA)</b>	Agri-Food & Biosciences Institute (AFBI)
	College of Agriculture, Food and Rural Enterprise (CAFRE)
	Livestock & Meat Commission for Northern Ireland (LMC)
<b>Department for Communities (DfC)</b>	Arts Council NI (ACNI)
	Commissioner For Older People Northern Ireland (COPNI)
	Libraries NI (LNI)
	National Museums Northern Ireland (NMNI)
	Northern Ireland Housing Executive (NIHE)
	Sport NI (SNI)
<b>Department of Education (DE)</b>	Council for Catholic Maintained Schools (CCMS)
	Council for the Curriculum, Examinations & Assessment (CCEA)
	Education Authority (EA)
	Northern Ireland Council for Integrated Education (NICIE)
<b>Department for the Economy (DfE)</b>	Belfast Metropolitan College (BMC)
	Invest NI (INI)
	Labour Relations Agency (LRA)
	Northern Ireland Certification Officer for Trade Unions and Employers' Associations
	Northern Ireland Screen
	Northern Regional College (NRC)

	North West Regional College (NWRC)
	South Eastern Regional College (SERC)
	Southern Regional College (SRC)
	South West College (SWC)
	Stranmillis University College
	Tourism NI (TNI)
	Ulster University
<b>Department for Infrastructure (DfI)</b>	Translink
<b>Department of Finance (DoF)</b>	
<b>Department of Health (DoH)</b>	Belfast Health and Social Care Trust
	Children's Court Guardian Agency for Northern Ireland (previously NIGALA)
	Health and Social Care Regulation and Quality Improvement Authority (RQIA)
	Northern Health and Social Care Trust
	Northern Ireland Ambulance Service HSC Trust
	Northern Ireland Blood Transfusion Service (NIBTS)
	Northern Ireland Fire and Rescue Service
	Northern Ireland Medical and Dental Training Agency (NIMDTA)
	Northern Ireland Practice and Education Council (NIPEC)
	Northern Ireland Social Care Council (NISCC)
	Patient and Client Council
	Public Health Agency (PHA)
	Regional Business Services Organisation (BSO)

	South Eastern Health and Social Care Trust
	Southern Health and Social Care Trust
	Strategic Planning and Performance Group
	Western Health and Social Care Trust
<b>Department of Justice (DoJ)</b>	Criminal Justice Inspection Northern Ireland
	Northern Ireland Police Fund (NIPF)
	Northern Ireland Policing Board (NIPB)
	Office of the Police Ombudsman for Northern Ireland (OPONI)
	Police Service of Northern Ireland (PSNI)
	Prisoner Ombudsman for Northern Ireland
	Probation Board Northern Ireland (PBNI)
	State Pathologists Department
	Victims' Payments Scheme
<b>The Executive Office (TEO)</b>	Attorney General for Northern Ireland
	Commission for Victims and Survivors for Northern Ireland (CVS)
	Commissioner for Public Appointments for Northern Ireland (CPANI)
	Commissioner for Survivors of Institutional Childhood Abuse (COSICA)
	Commissioner for the Ulster Scots and the Ulster British Tradition
	Equality Commission for Northern Ireland (ECNI)
	Historical Institutional Abuse Redress Board
	Irish Language Commissioner
	Maze/Long Kesh Development Corporation (MLKDC)

	Northern Ireland Community Relations Council (NICRC)
	Northern Ireland Judicial Appointments Commission (NIJAC)
	North/South Ministerial Council (NSMC)
	Office for Identity and Cultural Expression
	Strategic Investment Board (SIB)
<b>Northern Ireland Assembly Commission (NIAC)</b>	
<b>Northern Ireland Audit Office (NIAO)</b>	
<b>Northern Ireland Public Services Ombudsman (NIPSO)</b>	
<b>Public Prosecution Service for Northern Ireland</b>	
<b>Utility Regulator (UREGNI)</b>	

## **Annex C - Spend / Volume Comparisons**

Please see separate attachment.

## **Annex D - Individual Organisations Procedures for Booking Travel**

Please see separate attachment.

**Annex E - CMO1 Monitoring Schedule**  
**MONITORING SCHEDULE**  
**SUPPLIER'S PERFORMANCE ASSESSMENT (SERVICES)**

Contract title: ..... Monitoring Period (6 Months).....

Contract Ref..... Supplier.....

Ref.	CATEGORY	Scale of Satisfaction
	<b>COMPLETION</b>	
D1	Services delivered to Buyer	
D2	Ease of Contact / Resolution of Queries	
D3	Out of hours Service	
	<b>SERVICE PROVIDED</b>	
Q1	Competency/Skills of Workforce	
Q2	Appropriate level of CTC Cleared staff (as appropriate for clients)	
Q3	Volume of complaints	
Q4	Handling complaints	
	<b>FINANCE and ADMINISTRATION</b>	
F1	Accuracy of Invoices / Standard of Documentation	
F2	Contract MI Returned Fully & Promptly	
F3	Costs in line with tendered rates	

**Scale of Satisfaction** **CMO1**

**Services**

9 or 10 = outstanding  
 7 or 8 = more than satisfactory to good (minor mistakes but not serious)  
 5 or 6 = acceptable (some problems may need resolved)  
 3 or 4 = poor (needs increased monitoring) (Supplier informed verbally)  
 0, 1 or 2 = unsatisfactory (Supplier informed in writing)

Value of Contract	£
Spend to date	£

Name of Person Completing Assessment..... Department/Organisation .....

Telephone No.....

Date ..... Date of previous poor performance marking (if applicable).....

**The representative of the Buyer most familiar with the work of the contract will complete the Scale of Satisfaction markings.**

## **Annex F - Social Value Requirements**

### **Background**

In accordance with the [Procurement Policy Note \(PPN\) 01/21 \(Social Value in Procurement\)](#), the Supplier is required to deliver measurable social value outcomes.

In support of the PPN 01/21, [the Department of Finance's Social Value Strategy](#) and in light of the subject matter of the contract, the Buyer has selected Theme 1: Increasing secure employment and skills and Theme 3: Delivering climate action as the most relevant social value themes to include in this contract.

### **Theme 1 – Increasing secure employment and skills**

This theme aims to create employment and training opportunities and contribute to in-work progression and skills development.

The New Decade, New Approach Deal emphasised the importance of access to good jobs, where workers have a voice that provides a level of autonomy, a decent income, security of tenure, satisfying work in the right quantities and decent working conditions. Creating good jobs and protecting workers' rights impacts upon better health and wellbeing by tackling inequalities, building self-efficacy and combating poverty and also helps employers to attract and retain the talent they need to grow and thrive.

### **Theme 3 – Delivering climate action**

This theme aims to promote environmental benefits, influence environmental protection and improvement and work towards net zero greenhouse gas emissions.

The Executive's Green Growth Strategy aims to ensure the sustainability of Northern Ireland's natural environment, while fostering the necessary conditions for innovation, investment and competition that can give rise to new sources of economic growth, while building resilient ecosystems. By doing so, we can create jobs, reduce carbon, enhance profitability, lower waste, increase efficiency and protect our environment and climate for future generations.

To help achieve these objectives and address the strategic aims, it is required that the successful Supplier will deliver measurable social value outcomes

linked to the clauses outlined below and Social Value Indicators as set out in the Instructions to Tender.

Throughout the duration of the contract, the Supplier will show the willingness and ability to respond to the wider social value context as it develops, proactively driving continuous improvement and evolution of the social value delivery to the benefit of the Buyer.

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### **1.0 Theme 3 – Delivering Climate Action**

The supplier must deliver **all** the initiatives outlined below to deliver climate action on the contract in accordance with their tender methodology or as otherwise agreed by the Buyer at the Buyer's discretion.

- Knowledge sharing initiatives to help the Buyer understand the environmental impact caused by the Contract and ways to actively reduce it – e.g. ways to report the carbon footprint of flights and/or suggesting direct flights to minimise emissions;
- Implementation of low / zero carbon practices in the delivery of the Contract (for example, green coding, providing green hosting for the Contract or other initiatives as agreed with the Buyer at the Buyer's discretion);
- Responsible sourcing of items supporting the Contract, such as hardware, including measures to adopt circular economy principles on the Contract by keeping resources in use as long as possible, extracting maximum value from them, minimizing waste and promoting resource efficiency;
- Including relevant environmental requirements within any sub-contractor supplier selection processes in relation to the Contract;
- Raising awareness of the environmental impacts related to the Contract amongst the Supplier's workforce and supply chain and encouraging environmentally conscious behaviours within the workplace.

## 2.0 Theme 1 – Secure Employment and Skills

The supplier will deliver the employment and skills related initiatives which they committed to in their tender methodology or as otherwise agreed by the Buyer at the Buyer's discretion. The requirements set out below will apply where the supplier has selected that particular initiative in their tender methodology.

### 2.1 *Paid Employment Opportunities*

The delivery of paid employment on the contract for people who are furthest from the labour market and/or from deprived areas. The Supplier must ensure that they satisfy one of the following categories:

- a person who is in education or has left education in the last 12 months and is seeking employment;
- people who are long-term unemployed<sup>1</sup>
- people who have a disability and are seeking employment
- people who are located in deprived<sup>2</sup> areas and are seeking employment
- people who are underrepresented and new to the sector and are seeking employment
- another person who faces barriers to employment or who is at risk of social exclusion and is seeking employment, as accepted by the Buyer, at the Buyer's discretion

Each employment vacancy must be notified to JobApplyNI ([www.jobapplyni.com](http://www.jobapplyni.com)) and one or more organisations registered on the Social Value Unit website ([www.socialvalueni.org/contractors/find-a-broker/](http://www.socialvalueni.org/contractors/find-a-broker/)) and/or equivalent agencies named by or agreed with the Buyer for this purpose. Sufficient time must be allowed for information on vacancies to be made available and applications submitted.

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<sup>1</sup> a person aged under 25 that has been unemployed for more than 26 weeks and is seeking employment; or  
a person aged 25 or over that has been unemployed for more than 52 weeks and is seeking employment.

<sup>2</sup> NISRA's multiple deprivation measures (NIMDM 2017) provide a mechanism for ranking the 890 Super Output areas (SOAs) in Northern Ireland from the most deprived (rank 1) to the least deprived (rank 890). A list of the 100 most deprived areas can be found here [Top100 \(nisra.gov.uk\)](http://www.nisra.gov.uk/Top100) For more information see [Northern Ireland Multiple Deprivation Measure 2017 \(NIMDM2017\) | Northern Ireland Statistics and Research Agency \(nisra.gov.uk\)](http://www.nisra.gov.uk/Northern-Ireland-Multiple-Deprivation-Measure-2017)

### **2.1.1 Support and Training**

Each beneficiary must be:

- provided with the opportunity to obtain training and accreditation relevant to the tasks they are expected to perform;
- asked if they would like to receive support with numeracy, literacy and information technology, and those that do must be signposted to sources of training and accreditation for these Essential Skills;
- supported in undertaking training e.g. through flexible working arrangements, where practicable;
- supported in developing soft skills relevant to the workplace (e.g. communication, teamworking, time management, problem-solving etc.).

The costs of training and accreditation/registration must be covered by the Supplier either directly or through public or industry sources that they identify.

### **2.2 Unwaged work placements**

The delivery of unwaged work placements on the contract for:

- people who face barriers to employment and/or who are located in deprived areas. This can include for example, people who are long-term unemployed, people who are located in deprived areas<sup>3</sup>, people who have a disability and people who are underrepresented in the contract's workforce.

The Supplier is to provide work placement participants with meaningful work experience, training and development which will enhance their opportunities for future employment.

Each unpaid work placement opportunity must be notified to one or more organisations registered on the Social Value Unit website ([www.socialvalueni.org/Suppliers/find-a-broker/](http://www.socialvalueni.org/Suppliers/find-a-broker/)) and/or equivalent agencies named by or agreed with the Buyer for this purpose.

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<sup>3</sup> NISRA's multiple deprivation measures (NIMDM 2017) provide a mechanism for ranking the 890 Super Output areas (SOAs) in Northern Ireland from the most deprived (rank 1) to the least deprived (rank 890). A list of the 100 most deprived areas can be found here [Top100 \(nisra.gov.uk\)](http://www.nisra.gov.uk/Top100) For more information see [Northern Ireland Multiple Deprivation Measure 2017 \(NIMDM2017\) | Northern Ireland Statistics and Research Agency \(nisra.gov.uk\)](http://www.nisra.gov.uk/Northern-Ireland-Multiple-Deprivation-Measure-2017)

The Department of Communities works with employers to offer meaning work placements. Learn more about the support available [here](#).

### **2.3 Skills development and educational attainment**

The delivery of skills development and educational attainment support in areas related to the contract to an education provider or organisation within the Voluntary, Community and Social Enterprise sector to aid the career development of:

- people who are considered to be disadvantaged in the labour market or at risk of social exclusion. This can include for example, people who are long-term unemployed, people who are located in deprived areas, people who have a disability and people who are underrepresented in the contracts workforce.

Each opportunity must be notified to one or more organisations registered on the Social Value Unit website ([www.socialvalueni.org/Suppliers/find-a-broker/](http://www.socialvalueni.org/Suppliers/find-a-broker/)) and/or equivalent agencies named by or agreed with the Buyer for this purpose.

### **General requirements**

#### **3.0 Positive Action to maximise employment opportunities**

All employment vacancies on the contract are to be notified by the Supplier to [www.jobapplyni.com](http://www.jobapplyni.com) and one or more organisations registered on the Social Value website ([www.socialvalueni.org/Suppliers/find-a-broker/](http://www.socialvalueni.org/Suppliers/find-a-broker/)) and other agencies named by or agreed with the Buyer for this purpose. Sufficient time must be allowed for information on vacancies to be made available and applications submitted.

#### **4.0 Security clearance**

The Supplier shall obtain security clearance for all persons visiting the workplace in relation to employment, work experience or site visits to the same standard as all other personnel involved in the contract in accordance with the Contract Information.

## **5.0 Data Protection**

Where the Supplier has selected to provide Social Value paid employment opportunities the following Data Protection arrangements will apply.

A Data Protection Consent Form (as provided) must be completed by each person in the Supplier's Social Value Monitoring Report and therefore counted towards the Social Value target for the contract. Consent shall be provided on a voluntary basis and can be withdrawn at any time (as noted within the Data Protection Consent Form). Completed Consent Forms must be sent to the Strategic Investment Board. Notwithstanding the above, the Supplier shall ensure it satisfies itself in respect of its obligations under the Data Protection Act 2018 (as may be amended from time to time) and the UK General Data Protection Regulation (GDPR).

The Supplier, at contract award, shall enter into a Data Processing Agreement with the Strategic Investment Board. This is to enable the sharing of personal information (provided in the Social Value Monitoring Report) for the purposes of checking and verification.

The Supplier must only engage a Sub-processor, in relation to the Social Value requirements, with the prior consent of the Strategic Investment Board and must enter into a Data Processing Agreement with any Sub-processor with whom the information in the Supplier's Social Value Monitoring Report is shared.

## **6.0 Health and Safety**

It is the responsibility of the Supplier to ensure that the necessary internal policies, procedures and training are in place before delivering social value requirements, for example in relation to health and safety, and safeguarding.

The Supplier must ensure that persons recruited or otherwise visiting the worksite in relation to the social value requirements has or is supported to obtain the necessary health and safety accreditation or other appropriate measures, and has appropriate personal protective equipment if necessary.

## **7.0 Costs**

The Supplier shall deliver the social value requirements within their tender sum (omitting any grants or other public funding that will be obtained to offset the costs of delivering the social value requirements).

## **8.0 Connecting with Voluntary, Community and Social Enterprise organisations**

Organisations who are based in Northern Ireland and are interested in partnering with suppliers to deliver social value requirements are listed on the Social Value Unit website ([www.socialvalueni.org/Suppliers/find-a-broker/](http://www.socialvalueni.org/Suppliers/find-a-broker/)). Social Enterprise NI has also established an online directory (<https://socialenterpriseni.org/directory>) of Social Enterprises which could be included in your public contract's supply chain.

Responsibility for sourcing social value beneficiaries remains with the Supplier. Any action taken by the Buyer to broker relationships between the Supplier and local individuals/firms/agencies does not imply and should not be deemed to imply that they or their agents consider the individual/firm/agency as suitable for engagement by the Supplier.

## **9.0 Sub-contractors**

It is the Supplier's responsibility to develop a working method and where necessary secure sub-contractor co-operation in order to achieve the Buyer's social value requirements.

## **10.0 Monitoring Information**

The Supplier shall provide a completed Social Value Monitoring Report every month using the Social Value online monitoring system. The supplier shall update the social value monitoring system with the metrics below in accordance with the clauses set out above and the initiatives the supplier committed to in their award response. The Buyer retains the right to request interim reports and additional information on social value delivery, including for case studies.

- Number of weeks of paid employment opportunities on the contract for relevant the groups set out at clause at 2.1

- Number of weeks of unwaged work placements delivered on the contract.
- Number of hours of skills development and educational attainment delivered in areas related to the contract.
- Number of hours of Environmental Initiatives which were delivered in areas related to the contract.

The Supplier shall provide all information necessary, including obtaining it from sub-suppliers and agencies, and cooperate with the Buyer's Contract Manager to review progress on delivering the overall Social Value requirement.

The Supplier should not record any activities on the Social Value Monitoring Reports to the extent that they are delivered [wholly or in part] for a purpose other than satisfying the requirements specified in this Annex.

Please see 'Schedule 10 Performance Levels' which details the social value KPI.