



USER PROTOCOL

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

Resource ID: 6213221

Supplier	World Travel Centre Ltd (trading as Selective Travel Management)
Contract Start Date	1 May 2026
Contract End Date	30 April 2031
Extension options	3 years + 2 years (maximum of 10 years in total)
Participating Bodies	See Appendix 1

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1. Background

The Department of Finance has awarded a single supplier contract to World Travel Centre Ltd (trading as Selective Travel Management) 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 which will commence on 1 May 2026.

Only the participating Bodies listed in Appendix 1 (hereafter referred to as the Buyer) may avail of this Contract. 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.

There is no commitment as to the usage, volume, or value of services required under this Contract.

Please note: to avail of this Contract each Buyer must have their own Business Case approval.

This Contract **may not** be used by Buyers for travel services that are funded by the EU.

2. Scope of the Contract

What will the contract be used for?

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 Procurement Act 2023 (PA 2023) and the Procurement Regulations 2024 (PR 2024).

Existing travel services are being delivered to the Northern Ireland Public Sector via a number of separate Call-Off Contracts under the previous framework (ID 3346821) and it is the intention that these bodies will utilise this Contract once their existing arrangements. However public bodies may avail of other arrangements / in-house facilities if these are proved to offer better value for money.

What will the Supplier provide?

The Supplier will provide 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 the Specification.

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.

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.

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.

KPI Performance Measures apply to this contract and are further detailed in Schedule 10 (Performance Levels).

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.

The Supplier must 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.

In order to meet KPI3 (as defined in 'Schedule 10 (Performance Levels)) the Supplier **must** provide a **guaranteed lowest rate** at time of booking. In order to meet KPI4 Price Match (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.

Selective Travel Management will price match any Supplier, providing they are:

- A bona fide and recognised, fully bonded operator. Suppliers such as Skyscanner are not applicable as they do not present "live" availability;
- It must be an exact like-for-like basis;
 - o Same date, time, class of travel, room type etc;
 - o Fare rules and restrictions must be same;
 - o Credit card charges and distribution costs must be included;
- Not expressly prevented by the Supplier from booking said content directly i.e. some low-cost Airlines.

Should Buyers find a more competitive fare, they should follow the below steps to avail of the Price Match Guarantee:

- They are required to email the better fare, including full screenshots, to the Dedicated Travel Booking Team within 2 Hours and put “Price Match” in the subject line.
- The Team will review the price match request considering:
 - o Is it on an exact like-for-like basis (dates, class, room type, fare rules, currency etc.)
 - o Exclusive of any credit card charges, Selective booking fees or airline distribution charges.
- If a valid price match is found, Selective will book the alternative as required.

Please note: - All travel requirements must be booked through the Supplier.

All travel requests must be approved by the appropriate grade before booking through the Supplier (online or offline).

Contract Commencement Date

The Contract will commence from 1 May 2026 for the Supplier to provide Travel Management Services when required. The contract will be for an initial five (5) years with the option to extend for two further periods; the first for three (3) years and the second for two (2) years making the maximum Contract duration ten (10) years. Prices for the Contract are 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).

Appendix 2 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.

3. Transaction Fees

Buyers will not pay a separate management fee to the Supplier for the Services. All costs associated with the 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., will be entirely funded by the Supplier's Transaction Fee, plus any commission made as part of the bookings under this arrangement.

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

Details of the Transaction Fees may be obtained on request from CPD having completed and forwarded a completed Non-Disclosure Agreement to collaboration.cpd@finance-ni.gov.uk.

4. Contract Management

The operational / day to day management of the Contract is the responsibility of the Buyer Contract Managers for each Participating Body.

CPD will be responsible for managing the overarching Contract to ensure all Participating Bodies are happy with the services required and the Supplier is performing well throughout the Contract period.

CPD will offer support and advice post contract award:

- a) when there are problems of a contractual or commercial nature that endanger the delivery of the services to the quality, standard or timelines contracted for; or

- b) where there are problems of persistent poor performance, including failure to deliver contract commitments or social value requirements.

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.

The most current up to date management information must be supplied to the Buyer at least 5 working days before any review meeting. Each Buyer may require individual operational meetings as and when requested. The Specification sets out the typical MI to be provided by Supplier.

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 Appendix 3).

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.

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.

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

5. Escalation Procedures

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.

List of Participating Bodies

The bodies listed below are defined as the 'Buyer' in the Mid-Tier Contract Schedules (which includes the Specification Schedule).

Government departments:
Department of Agriculture, Environment & Rural Affairs (DAERA)
Department for Communities (DfC)
Department of Education (DE)
Department for the Economy (DfE)
Department of Finance (DoF)
Department for Infrastructure (DfI)
Department of Health (DoH)
Department of Justice (DoJ)
The Executive Office (TEO)
Public Prosecution Service for NI (PPSNI)
Utility Regulator (UREGNI)
Government agencies:
Driver and Vehicle Agency (DVA)
DfI Rivers
Forest Service
Forensic Science Northern Ireland (FSNI)
Northern Ireland Courts and Tribunals Service (NICTS) <ul style="list-style-type: none"> - Care Tribunal - Charity Tribunal - Lands Tribunal - Mental Health Review Tribunal - Northern Ireland Charity Tribunal - Northern Ireland Health and Safety Tribunal - Northern Ireland Traffic Penalty Tribunal - Northern Ireland Valuation Tribunal - Pensions Appeal Commissioners Tribunal - Pensions Appeal Tribunal - Social Security and Child Support Commissioners Tribunal - Special Educational Needs and Disability Tribunal - Criminal Injuries Compensation Appeals Panel Northern Ireland Tribunal - NI Judiciary - Parole Commissioners for NI - Planning Appeals and Water Appeals Commission (PACWAC)
Northern Ireland Environment Agency (NIEA)
Northern Ireland Prison Service
Transport and Road Asset Management (TRAM)
Youth Justice Agency

Non Departmental Public Bodies

Agri-Food and Biosciences Institute (AFBI)
Arts Council of Northern Ireland
Attorney General for Northern Ireland
Belfast Health and Social Care Trust (BHSCT)
Belfast Metropolitan College
Children's Court Guardian Agency for Northern Ireland (previously NIGALA)
College of Agriculture, Food and Rural Enterprise (CAFRE)
Commissioner for Older People for Northern Ireland (COPNI)
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
Commission for Victims and Survivors for Northern Ireland (CVSNI)
Council for Catholic Maintained Schools (CCMS)
Council for the Curriculum, Examinations and Assessment (CCEA)
Criminal Justice Inspection Northern Ireland
Education Authority (EA)
Education and Training Inspectorate NI
Equality Commission for Northern Ireland (ECNI)
General Teaching Council for Northern Ireland (GTCNI)
Health and Safety Executive for Northern Ireland (HSENI)
Health and Social Care Regulation and Quality Improvement Authority (RQIA)
Historical Institutional Abuse Redress Board
Industrial Court
Industrial Tribunals and the Fair Employment Tribunal
International Fund for Ireland
Invest Northern Ireland
Irish Language Commissioner
Labour Relations Agency (LRA)
Legal Services Agency Northern Ireland
Libraries NI
Livestock and Meat Commission for Northern Ireland (LMC)
Maze Long Kesh Development Corporation (MKLDC)
National Museums Northern Ireland (NMNI)
Northern Health and Social Care Trust (NHSCT)
Northern Ireland Ambulance Service (NIAS)
Northern Ireland Audit Office
Northern Ireland Assembly Commission (NIAC)
Northern Ireland Blood Transfusion Service (NIBTS)
Northern Ireland Certification Officer for Trade Unions and Employers' Associations
Northern Ireland Community Relations Council (NICRC)

Northern Ireland Council for Integrated Education (NICIE)
Northern Ireland Fire and Rescue Service
Northern Ireland Housing Executive
Northern Ireland Judicial Appointments Commission (NIJAC)
Northern Ireland Medical and Dental Training Agency (NIMDTA)
Northern Ireland Public Services Ombudsman (NIPSO)
Northern Ireland Policing Board
Northern Ireland Police Fund (NIPF)
Northern Ireland Practice and Education Council (NIPEC)
Northern Ireland Screen
Northern Ireland Social Care Council (NISCC)
Northern Regional College
North South Ministerial Council (NSMC)
North West Regional College
Office for Identity and Cultural Expression
Office of Police Ombudsman for Northern Ireland
Patient and Client Council (PCC)
Police Service of Northern Ireland (PSNI)
Prisoner Ombudsman for Northern Ireland
Probation Board Northern Ireland
Public Health Agency (PHA)
Regional Business Services Organisation (BSO)
South Eastern Regional College
South Eastern Health and Social Care Trust (SEHSCT)
Southern Health and Social Care Trust (SHSCT)
Southern Regional College
South West College
Sport NI
State Pathologists Department
Stranmillis University College
Strategic Investment Board (SIB)
Strategic Planning and Performance Group
Tourism NI (TNI)
Trafficwatch NI
Translink
Ulster University
Victim Support NI
Victims' Payments Scheme
Western Health and Social Care Trust (WHSCCT)

Buyer Onboarding Dates (including Phase 1 Buyers)

Department	Public Bodies and Arm's Length Bodies	Onboarding Date	Phase 1 Buyer
Department of Agriculture, Environment and Rural Affairs - DAERA		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
Department for Communities - DfC		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
Department of Education - DE		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
Department for the Economy - DfE		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	01/07/2027	-
	Tourism NI	01/05/2026	Y
	Ulster University	01/04/2027 or 01/04/2029	-
Department of Finance - DoF		01/05/2026	Y
	International Fund for Ireland (Part of DoF)	01/05/2026	Y
Department of Health - DoH		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	-
Department for Infrastructure - Dfi		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	-
Department of Justice - DoJ	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
The Executive Office - TEO		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
Northern Ireland Assembly Commission		01/05/2026	Y
Northern Ireland Public Services Ombudsman (NIPSO)		01/05/2026	Y
Northern Ireland Audit Office		01/05/2026	Y
Utility Regulator (UREGNI)		01/05/2026	Y

Public Prosecution Service for NI		01/05/2026	Y
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CMO1 Monitoring Schedule

MONITORING SCHEDULE SUPPLIER'S PERFORMANCE ASSESSMENT (SERVICES)

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

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

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

Scale of Satisfaction	CM01
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.