

## **Travel Management Services Framework Agreement**

**NEPO507**

**Period: 48 months commencing 1<sup>st</sup> August 2020 with an option to extend for a further 2 x 12 months**

## **USER GUIDE**

**Version 2.0  
August 2020**

# NEPO507 Travel Management Services Framework Agreement

## Key Facts

<b>NEPO Reference Number:</b>	NEPO507
<b>Start Date:</b>	1 <sup>st</sup> August 2020
<b>End Date:</b>	31 <sup>st</sup> July 2024
<b>Extension Options Still Available</b>	2 x 12 months
<b>OJEU Contract Notice Number:</b>	<a href="#">2019/S 217-532967</a>
<b>OJEU Contract Award Number:</b>	<a href="#">2020/S 072-173529</a>
<b>Contracts Finder Award Notice</b>	NEPO have published a Contracts Finder Award Notice for this solution on the Contracts Finder website. The Regulations and Guidance contain transparency obligations which require the publication on Contracts Finder of information about contracts awarded. The requirement to publish on Contracts finder extends to information about contracts awarded based on framework agreements. You should take your own legal advice regarding your obligation to publish information about contracts awarded under this solution, but generally, you should expect to publish information on Contracts Finder about all call offs exceeding £25,000 in value (or £10,000 if you are a central government authority). Any Contracts Finder notices published under this solution must reference the NEPO solution title and reference number.
<b>NEPO Contracts Register Link:</b>	<a href="https://www.contractsfinder.service.gov.uk/Notice/360bf9e0-51c0-403c-bbc5-989eb599d29e">https://www.contractsfinder.service.gov.uk/Notice/360bf9e0-51c0-403c-bbc5-989eb599d29e</a>
<b>Available for use by:</b>	All NEPO Member Authorities and NEPO Associate Members.



## **Solution Scope**

This is a single supplier solution that is provided by Click Travel Ltd. The solution covers the provision of a Travel Management System to be used for the booking of travel for business purposes only. The NEPO507 solution allows access to Click Travels award - winning travel booking system, Travel Cloud, which gives users the freedom to book travel in accordance with their organisations travel policies.

The core services include:

### **Air Travel:**

- Domestic
- International
- Low Cost
- Airport Parking

### **Rail Travel:**

- National Rail
- Eurostar
- Continental Europe
- International

### **Hotel Accommodation:**

- GDS (Global Distribution System) and Non-GDS
- Bill back facilities


### **Car Hire:**

- Car Rental
- Access to the major car rental companies worldwide
- Prepaid all-inclusive packages (full credit vouchers)
- Bill back facilities

### **Ancillary:**

- Ferry
- Coach
- Visa / Passport Services

The system offers line manager approval if required, ensuring that budget holders are always kept up to date and informed, as well as allowing organisations to fully integrate their travel policy within the system. The Click Travel Platform also allows real time access to your organisation's management information and enables the



use of cost codes or any other data capture requirements, affording complete visibility of how you book travel at all times.

### **Who can use the Solution?**

Full details of who can use the solution can be found in Section 4.1

### **Benefits of the Solution**

The solution offers a zero-charge booking fee for all rail and hotel bookings made online. There is also a zero charge for all out of hours booking of hotels, rail and flights. Contracting Authorities can also benefit from detailed management information which incorporates full details of sustainability impacts for all travel whether this is booked on or offline. All management information can be accessed via each Contracting Authorities bespoke online booking system.

Full breakdown of solution benefits can be found in section 4.2

### **Contact Details for further assistance**

Should you have any queries relating to the Solution please contact the following Officers and quote the NEPO reference number: - NEPO 507

Michael Murray - Category Specialist (Corporate Services)  
T: 07543221235  
E: [michael.murray@nepo.org](mailto:michael.murray@nepo.org)

Carly Ivers - Procurement Officer  
T: 07341115359  
E: [Carly.Ivers@nepo.org](mailto:Carly.Ivers@nepo.org)

Nick McDonald - Procurement Officer  
T: 07917263541  
E: [Nick.McDonald@nepo.org](mailto:Nick.McDonald@nepo.org)

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# 1 Introduction

This User Guide has been developed to help users of the NEPO507 - for the provision of Travel Management Services to:

- Access and make the most of the benefits and savings associated with the Solution.
- Know who to contact for help and information.

This Solution has been arranged in accordance with the Public Contracts Regulations 2015.

## 1.1 How to use the Solution

If you intend to use the Solution you **MUST** inform NEPO in advance so that potential and actual use can be monitored and to assist in preparing to provide support where necessary. Once you have informed NEPO, then you need to follow the instructions for using the Solution in Section 4.

## 1.2 Supplier Information


- Click Travel Limited

## 1.3 Introduction to NEPO

Since 1976, NEPO has worked in partnership with North East local authorities on the strategic procurement of high value goods and services in order to deliver savings, maximise efficiencies and promote best practice. We also work closely with the region's supply base to boost competitive skills, signpost tendering opportunities and improve procurement processes.

NEPO's Member Authorities are as follows:

- Darlington Borough Council
- Durham County Council
- Gateshead Council
- Hartlepool Borough Council
- Middlesbrough Council
- Newcastle City Council
- North Tyneside Council
- Northumberland County Council

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- Redcar & Cleveland Borough Council
  - South Tyneside Council
  - Stockton-on-Tees Borough Council
  - Sunderland City Council

The NEPO governance structure ensures that collaborative procurement is visible at a senior level across North East local government and is reported to both the Regional Leaders & Elected Mayors and the Chief Executives Group.

In addition, an Elected Member from each member authority sits on the Collaborative Procurement Sub-Committee with the remit of providing strategic direction and advice. Directors of Resources advise the Collaborative Procurement Sub-Committee on the delivery of NEPO's work programme, performance management and future opportunities, and our Stakeholder Engagement Group (made up of representatives from the business community) focuses on maximising the economic and social benefits of our procurement practices and procedures.

## 1.4 Feedback

Your feedback is vital to the management and development of the solution and will substantially inform any reviews NEPO conducts with the supplier.

Please note the version number of this User Guide. A revised 'Issue' number is allocated to the Schedule each time an update is made (such as supplier changes or pricing information being updated). The Solution will be regularly reviewed, and therefore subsequent versions of the guide may replace this version during the lifetime of the Solution.

## 1.5 Glossary

**Solution**– Framework or Contract Let for use by Contracting Authorities to provide the basis for the Solution.

**Supplier**– organisation that has been successfully appointed within the Solution.

## 2 Solution Scope

This solution covers the provision of a travel management service for the booking of rail and air travel as well as hotel accommodation. The solution allows access to Click Travels award - winning travel booking platform, which gives users the freedom to book travel in accordance with their organisations travel policies.



## 3 Background to the Solution

### 3.1 General

The procurement was conducted by the North East Procurement Organisation (NEPO) and has been established in accordance with the Public Contracts Regulations 2015. A Framework allows Contracting Authorities to order works or services under the terms and conditions specified in that Framework (i.e. it provides a mechanism for calling off orders as and when required).

- This Solution can be accessed by Direct Award to Click Travel Limited.

In establishing this solution, default terms and conditions and call-off terms were included in the tender and are attached at Schedule C. These terms and conditions will apply to any work undertaken under this solution. The Suppliers listed on the Solution have agreed that these are the standard and special terms and conditions.

When a Contracting Authority places an order with the Supplier on the solution, a contract is formed between the Contracting Authority and the Supplier. The contract will be based on the Terms and Conditions for this Solution. NEPO reserves the right in exceptional circumstances to vary the composition of the Solution. For example, if a Supplier fails significantly to perform as required, they may be removed.

It is anticipated that day to day transactions (including the appointment of Suppliers to specific jobs, and delivery of and payment for services) will all be conducted directly between the Contracting Authority and the Supplier unless otherwise instructed by NEPO.

If you, or your procurement or legal advisors wish to see copies of any of the documentation used in setting up the solution (such as the invitation to tender, etc) please contact NEPO and this will be arranged.

Please note any Contracting Authority in receipt of grant funding should seek its own legal advice pertaining to the obligations upon it in terms of procurement for goods, works and services required for the project activities it is bound to carry out. The link below provides advice on ERDF National Procurement Requirements.

<http://webarchive.nationalarchives.gov.uk/20120919132719/www.communities.gov.uk/documents/regeneration/doc/2118726.doc>

Further advice can be sought from [www.gov.uk](http://www.gov.uk)



## 3.2 Hub and Spoke

This solution has been developed using the NEPO Hub and Spoke model. Hub and Spoke are the definitions used to set out who is the Lead Authority when a solution which falls into the Collaborative Procurement Work Programme is led by the Hub (NEPO) or the Spoke (NEPO Member Authority).

The model is underpinned by NEPO Gateway Process which is designed to allow projects to be managed and approved at key points throughout the procurement process and ensures all key considerations have been made to a wide range of issues to ensure the end to end process is optimised. The process provides assurance for all Collaborative Solutions that a project can successfully move onto the next stage.

Gateway Approvers consist of one representative from Tees Valley, Tyne and Wear, NEPO, plus one other representative nominated, the panel sign off all solutions at each stage of the Gateway process to ensure the end result is of the highest quality and meets the needs of NEPO's Full and Associate Members.

## 3.3 Evaluation of Tender submissions

Tenders submitted in response to this procurement were evaluated by officers from NEPO, Durham County Council, Gateshead Council, Middlesbrough Council, Newcastle City Council, North Tyneside Council, Northumberland County Council, South Tyneside Council and Sunderland City Council against a set of pre-determined evaluation covering Quality 70% weighting and Price 30% weighting, which are set out within Section 3.4.

## 3.4 Evaluation Criteria

The procurement process adopted was based on the Open Tender Procedure. Tenders were evaluated using the scoring criteria set out below to determine the most economically advantageous tender.

Weighting	Criteria
<b>Quality</b>	
5%	Implementation
15%	Online Platform Demonstration
10%	Online Platform Functionality
10%	Offline Provision
7.5	Crisis Management

7.5 5% 10%	Resource and Industry Knowledge Ancillary Services Social Value
<b>Price</b>	
30%	Framework Pricing Schedule

### 3.5 Successful Supplier

This is a single supplier solution awarded to **Click Travel Limited**.

Contact details available in Schedule A.

## 4 Using the Solution

### 4.1 Who can use the Solution?

NEPO is a Central Purchasing Body as defined in the Public Contract Regulations 2015 (PCR15). This means that NEPO may provide central purchasing activity on behalf of Contracting Authorities.


The solution has been made available for Contracting Authorities as identified in the Contract Notice / Contract Award Notice.

Organisations who are not a NEPO Member Authority nor Associate Members who wish to access this Solution will be required to register as a NEPO Associate Member in the first instance. Further information can be found at [www.nepo.org](http://www.nepo.org).

The solution has been made available for use by all NEPO Members. A list of member organisations is available in the About section of the NEPO website at: [www.nepo.org](http://www.nepo.org).

This solution has also been made available to all current and future NEPO Associate Members. Current Associate Members are listed in the Associate Member section of the NEPO website at: [www.nepo.org/associate-membership/list](http://www.nepo.org/associate-membership/list).

NEPO has made the solution available for use by all Contracting Authorities throughout all administrative regions of the UK (as defined by the Public Contracts Regulations 2015) including but not limited to Government Departments and their Agencies, Non-Departmental Public Bodies, Central Government, NHS Bodies,



Local Authorities, Emergency Services, Coastguard Emergency Services, Educational Establishments, Registered Social Landlords and Registered Charities who have a need to purchase the above services.

Please see the following websites for further details:

<http://www.direct.gov.uk/en/DI1/Directories/Localcouncils/index.htm>  
<https://www.gov.uk/government/organisations/department-for-education>  
<https://www.gov.uk/check-a-university-is-officially-recognised/recognised-bodies>  
<http://www.schoolswbdirectory.co.uk/localauthorities.php>  
<http://www.ukschoolsdirectory.net>  
<https://www.gov.uk/find-school-in-england>  
<https://education.gov.scot/ParentZone>  
<http://hwb.wales.gov.uk/>  
<https://www.education-ni.gov.uk/>  
<https://www.gov.uk/government/publications/open-academies-and-academy-projects-in-development>  
<http://unistats.direct.gov.uk/institutions/>  
<http://www.hefce.ac.uk/workprovide/unicoll/heis/>  
<http://www.hefce.ac.uk/workprovide/unicoll/fecs/>  
<http://www.nhs.uk/ServiceDirectories/Pages/AcuteTrustListing.aspx>  
<http://www.wales.nhs.uk/nhswalesaboutus/structure>  
<http://www.scottishambulance.com/TheService/organised.aspx>  
<http://www.hscni.net/index.php?link=trusts>  
<http://www.scottishambulance.com/TheService/organised.aspx>  
<http://www.direct.gov.uk/en/DI1/Directories/A-ZOfCentralGovernment/index.htm>  
<https://www.gov.uk/government/organisations>  
<http://www.northernireland.gov.uk/gov.htm>  
<http://www.nidirect.gov.uk/local-councils-in-northern-ireland>  
<http://www.scotland.gov.uk/Publications/2012/02/2421/1>  
<https://www.communities-ni.gov.uk/contact>  
<https://www.finance-ni.gov.uk/articles/list-public-bodies-which-ni-public-procurement-policy-applies>  
<https://www.ons.gov.uk/>  
<https://www.police.uk/forces/>  
<http://www.police-information.co.uk/index.html>  
<http://www.psnipolice.uk/index.htm>  
<http://www.scotland.police.uk/>  
<https://www.gov.uk/government/organisations/maritime-and-coastguard-agency>  
<http://www.fireservice.co.uk/information/ukfrs>  
<http://www.gov.scot/Topics/archive/law-order/Police/PoliceServiceofScotland>  
<http://www.fire.org.uk/fire-brigades.html>  
<http://www.nifrs.org/areas-districts/>  
<http://www.firescotland.gov.uk/yourarea.aspx>  
<https://www.gov.uk/government/publications/current-registered-providers-of-social-housing>

<http://directory.scottishhousingregulator.gov.uk/pages/default.aspx>  
<https://gov.wales/topics/housing-and-regeneration/publications/registered-social-landlords-in-wales/?lang=en>  
<https://www.nidirect.gov.uk/contacts/housing-associations>  
[http://www.charity-commission.gov.uk/About us/Regulation/Registering charities index.aspx](http://www.charity-commission.gov.uk/About_us/Regulation/Registering_charities_index.aspx)  
<http://www.oscr.org.uk/>  
<https://idea.org.uk/>  
<http://apps.charitycommission.gov.uk/Showcharity/RegisterOfCharities/registerhome page.aspx>  
[http://www.sell2wales.gov.uk/Search/search\\_Auth.aspx](http://www.sell2wales.gov.uk/Search/search_Auth.aspx)  
<http://www.communities.gov.uk/newsroom/factsandfigures/housingplanning1/facts/socialhousing/?id=1822644>

A complete list of permissible users is shown on the NEPO website below:  
<http://www.nepo.org/associate-membership/permissable-users>

## 4.2 Benefits of using the Solution

The solution offers a zero-charge booking fee for all rail and hotel bookings made online. There is also a zero charge for all out of hours booking of hotels, rail and flights. Contracting Authorities can also benefit from detailed management information which incorporates full details of sustainability impacts for all travel whether this is booked on or offline. All management information can be accessed via each Contracting Authorities bespoke online booking system.

- Compliant route to market avoiding the need to undertake a full OJEU tender process
- Quick and easy access solution
- NEPO support with contract management requirements.
- Quarterly management information and KPI reports.
- NEPO support with contract management requirements.
- Access to Click Travels award winning travel booking system.
- Access to a 24/7\*365 Customer Service Team.
- CO2 monitoring and reporting with access to communications to encourage users to take more sustainable routes of travel.
- Access to a traveller education programme at no extra cost which includes of over 200 training resources and communications.
- Access to an online help centre within the booking platform which is available 24/7.

- Access to an AI bot whose function is to instantly answer any frequently asked questions.

### 4.3 Calling off from the Solution

All call-offs made under this solution must contain the NEPO reference number within the title of the call-off. The NEPO solution title and reference number must also be included within any call-off documentation, Contracts Finder award notices, and the NEPO Contracts Register (where applicable).

### 4.4 Call-off criteria

The solution has been awarded to one provider, whereby the Contracting Authority will issue a Call-Off Order directly to the provider without reopening competition. This forms the Call-off Contract. This will be in the form of an Order Form and will form the Call-Off Contract.

The Call-Off Contract must be on the same terms specified within the Call-Off Terms and Conditions.

**The following flowchart outlines the process to access the Solution:**

#### Project Notification

1. The Contracting Authority notifies NEPO with brief details of their requirement's.

2. NEPO provides the solution User Pack & Order Form. The Contracting Authority then returns the order form completing the call-off criteria.

#### Appointment

2. The Contracting Authority awards the Contract to the successful Supplier.

3. Information to NEPO on the successful award.

## Monitoring

4. Both the Contracting Authority and the Supplier to provide KPI Information and feedback to NEPO at the relevant stages of the project.

## 5 Monitoring the Solution

### 5.1 Monitoring and Managing performance

As this is a framework, from which the contracting authority can directly appoint the contracted supplier, NEPO will not be involved in the day-to-day management of the supplier and the services they provide. NEPO will however be closely monitoring the progress and performance of the arrangements throughout the entire duration of the solution to ensure that requirements are being adequately met. NEPO also operates as a point of escalation in the event of any dispute resolution requirements

Contract Management Outcomes	Responsibility
<p><b>Output and Outcomes</b></p> <ul style="list-style-type: none"><li>- A compliant and alternative route for all Travel Management expenditure.</li><li>- Cost effective travel advice and options for Member and Associate Member Authorities.</li><li>- The efficient management and resolution of issues by the delivery partner.</li><li>- Compliance with bespoke and diverse requirements of each Member or Associate.</li><li>- Provision of accurate and timely data and information.</li><li>- Travel Management industry support and guidance.</li><li>- Continuous improvement and new and innovative methods of delivering the Solution.</li><li>- Pursuit of growth targets with existing Contracting Authorities.</li><li>- Pursuit of growth targets with new Contracting Authorities.</li><li>- A motivated and high performing supplier.</li><li>- A strategic partnership between NEPO and the delivery partner.</li><li>- Members and Associates business requirements met and exceeded.</li></ul>	<p><b>NEPO Corporate Services Team and Delivery Partner Contract Management Team</b></p>



<ul style="list-style-type: none"> <li>- Consideration and delivery of Social Value on a regional and national level.</li> <li>- The supply of accurate Management Information, in the compliant format and provided in accordance with the agreed schedules.</li> </ul>	
<b>Regular Contract Management</b>	<b>Responsibility</b>
<ul style="list-style-type: none"> <li>- Daily communication with the delivery partner regarding operational matters.</li> <li>- Timely communications regarding the Travel Market Industry.</li> <li>- Monthly scheduled engagement with the delivery partner regarding growth and commercial matters.</li> <li>- Monthly scheduled engagement with the delivery partner regarding strategic and operational matters.</li> <li>- Quarterly scheduled engagement with the delivery partner regarding user materials and marketing and communication matters.</li> <li>- Bi-Annual scheduled meetings on an individual basis with Member Authorities and the delivery partner.</li> <li>- Bi-Annual Contract Management meetings in the North East with the Regional Working Group and delivery partner.</li> <li>- Ad-hoc Conference calls and face-to-face meetings with the delivery partner and Member/Associate Members as and when required to resolve issues and/or promote the solution for further uptake.</li> </ul>	<b>NEPO and delivery partner Contract Management Team</b>


Click Standard Framework SLA to be included as part of call off		
<b>Detail</b>	<b>Target</b>	<b>Measurement</b>
<b>System Availability</b>		
Available during Core Hours Planned downtime Out of Hours	99.50%	Report available on request



<b>Telephone System (Core Hours)</b>		
Percentage of calls answered within 30 seconds	80%	Report available on request
<b>User Queries</b>		
The Supplier should respond to all queries within ...	1 hour	Report available on request
<b>Booking Confirmations – Online</b>		
Confirmation within ...	30 minutes	Report available on request
<b>Booking Confirmations – Offline</b>		
Bookers should receive confirmation within ...	30 minutes	Report available on request
<b>Travel Refunds</b>		
Refunds to be processed by the supplier should be actioned within 5 days of request (or receipt of unused ticket for rail bookings). Any monies returned once funds are released by Supplier on next available credit note.	100%	For info only

### SCHEDULE A – Supplier Details

<b>Supplier</b>	<b>Contact Details</b>
Click Travel Limited	Adam Dobson Bainbridge Senior Account Manager 07889 804954 <a href="mailto:adam.dobson-bainbridge@clicktravel.com">adam.dobson-bainbridge@clicktravel.com</a>

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- SCHEDULE B - Framework Pricing (Upon Request)**
  - SCHEDULE C - Terms and Conditions (Upon Request)**
  - SCHEDULE D – Contract Particulars (Upon Request)**
  - SCHEDULE E - Order Form (Upon Request)**



[www.nepo.org](http://www.nepo.org)

**Contact us:**

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