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User Guide | Ref No: 1104

# Travel Management Solutions II

Framework Agreement



# About YPO

**YPO provides procurement solutions for public sector organisations to set up or renew contracts for a wide range of services.**

Established in 1974 by a group of 13 local authorities, we're the UK's largest public sector buying organisation and we're still 100% publicly-owned today. We work closely with our suppliers and collaborate with other public sector buying organisations to achieve efficiencies and value for money, returning all our profits back into the heart of the public sector. Our team of qualified procurement professionals can offer advice, guidance and expertise on procurement, as well as regular engagement and communication to make sure your objectives are achieved.



### **This is an interactive PDF**

You can click on the items listed above, and they will take you to the relevant page. You can also click on **Contents** in the top right of every page and it will bring you back to this contents page.

## Overview

### **Start date**

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18 April 2023

### **Expiry date**

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17 April 2027

### **Extension(s) (if applicable)**

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No further extensions available

### **Contracting authority (CA) call-off period:**

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CA's can specify a contract period, based on the term that will best suit their requirements. YPO generally recommend a call-off period of no longer than 4 years.

### **Contract notice reference number**

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2022/S 000-031003

### **Contract award notice ref. no:**

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2022/S 000-034567

### **Potential maximum value**

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£200m

### **Rebate**

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Lot 1: 0.75% paid by supplier/provider

Lot 3: 0.5% paid by supplier/provider

### **Geographical Location(s)**

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National

# Specification, overview and lot structure

**The framework has been designed to provide Contracting Authorities with a full end to end travel service. It comprises two lots:**

## **Lot 1: Business Travel**

## **Lot 3: Travel For Universities**

For both Lots:

The provision of an online booking tool and an offline booking service for all business travel requirements and additional supporting services, e.g. tailored online booking tool to reflect customer's travel policies, multiple Booker travel profiles.

TMCs provide cost-effective solutions when booking and organising business travel.

TMCs have leading edge tools which enable CAs to manage and fulfil duty of care requirements. The key benefits of utilising TMCs are:

- Provision of the online booking platforms for all travel requirements, available through one site
- Access to all key travel distribution channels for rail, air, accommodation, and live data information
- Assistance for travel with accessibility requirements
- Offline support to save time for administrators 24/7
- Travel policy compliance and ability to customise requirements
- Traveller tracking tools and travel alerts

- Real time reporting and travel spend visibility, including environmental aspects

- Consolidation of invoices which ensures accuracy and provides cost and time savings

For Lot 3:

- Single supplier lot
- Dedicated provider specialising in travel for the University sector
- Bespoke study trips and events for universities
- Extensive safeguarding provision
- Specialist account management

## **Online booking platform**

For the online booking tool, the commercial model is 0% (zero) transaction fee with full supplier commission, overrides, volume incentives, bed banks and other incentives retention. For the avoidance of doubt this includes:

- No online rail booking fee (delivering best value)
- No online booking fee for accommodation\*
- No UK rail ticket on departure fee
- No additional provider credit card merchant fees

## **Provision of the offline service**

Occasionally CAs may require offline service and support for complex group bookings, company events or any issues arising during travel.

For the offline booking service, it is recognised that the booking costs for the provider may be higher than via an online tool.

Pricing has been established for offline services.

\*with the exception of Travelodge and Premier Inn, and accommodation providers where Contracting Authorities have a pre-existing commercial agreement in place



# Benefits of using the framework

**YPO's framework agreements are established to allow customers to purchase goods, works or services from suppliers/providers via either direct award or further competition.**

Benefits of using the framework agreement:

- YPO can fully manage the customers further competition (call-off) process if required
- Pricing established for Direct Award, enabling a streamlined and compliant route to market
- Reduced timescales – customers do not need to run a full procurement if procuring via the framework agreement
- Assured supplier standards – suppliers/providers are 'pre-qualified' as to their general suitability
- Aggregation of spend – customers will receive the benefits of the aggregated spend volume and increased leverage in the market
- Pre-defined terms and conditions – when awarding contracts customers have the option to use YPO's standard framework agreement terms and conditions as established or use their own terms and conditions



# Suppliers/providers

<b>Lot 1</b>
<b>Business Travel</b>
Perk UK Ltd
DGI
Corporate Travel Management (North) Limited
<b>Lot 3</b>
<b>Travel for Universities</b>
DGI



## Perk UK Ltd

**Adam Dobson-Bainbridge**

**Mobile: 0121 8187877**

[adam.dobsonbainbridge@travelperk.com](mailto:adam.dobsonbainbridge@travelperk.com)

Click Travel is a modern travel management company. We reduce the cost and complexity of business travel by combining our innovative technology with our award-winning team.

We simplify the process of booking travel by providing an online booking tool that aggregates content from lots of different travel distribution networks, into a single platform giving customers a whole world of choice at their fingertips. This content is then wrapped in the controls organisations need to drive savings and policy compliance.

Click Travel's booking tool, travel.cloud, allows customisable, bespoke travel policies to be built straight into the system and can include a pre-trip approval system and dynamic policies. travel.cloud also provides clear, accurate and high quality data via our intuitive online Management Information dashboard reporting suite, ensuring total visibility of travel spend and booking behaviour at all times.

The solution we provide has already enabled many public sector organisations to streamline and manage their travel more efficiently, so they can better allocate their time to the important work they do.



DGI

**David Coe**

**Tel: 0161 235 5400**

**Mobile: 007931 010433**

tenders@dgitravel.com

DGI is a specialist travel management company that provides 24/7 service, unique travel technology and exclusive fares to the public sector, charity and academic markets.

The organisation, which has offices in London, Manchester, USA and Australia, is a proud supplier to YPO, and provides travel services to a raft of public sector organisations across the UK, including Manchester City Council.

With an expanding team of dedicated travel professionals providing round the clock support from their offices in Europe, North America and Australasia, DGI is ready to provide booking services, guidance, advice and information.



Corporate Travel Management  
(CTM)

**Katie Parry**

**Mobile: 07741 261390**

katie.parry@travelctm.com

Introducing Corporate Travel Management (North), formerly Redfern Travel. We are the market leading travel management company who has been awarded a place on over ten government travel frameworks and saved organisations millions of pounds in booking and transaction fees.

We still offer the same innovative technology and friendly travel experts to help your organisation save money and book simply, just with a new name. But that's not all, as part of the Corporate Travel Management group we now have access to even more travel experts around the world and an increased buying power with suppliers. This, mixed with market leading technology makes CTM the number one choice for any organisation.

tRIPS is our proprietary online booking tool which allows you to book all your travel needs in one place, while still maintaining compliance with all your travel policies.

# How to award/call-off from the framework

**To access the framework agreement, customers should complete and return the Customer Access Agreement.**

## **Direct award**

This is an efficient and simple process. Call-off terms and conditions do not require any amendments or supplements and they are fit for the sector. CAs will be required to fill in the order form and send onto the chosen TMC.

To select the right TMC, CAs can request demonstrations of the online booking tools to check the service provision before making the decision, or to support the internal business case sign off process. This gives CAs an opportunity to see how the booking tools work and evaluate which will be the most suitable and user friendly to meet the business requirements. To support the process, YPO has developed and compiled criteria outlining profile creation, the booking process, and management information. For online booking platform demonstrations. Please contact the team for the document and more information.

The commercial model used does not require any changes. CAs will benefit from the free of charge service for core booking provision. Those CAs who may still require offline services will benefit from the established and competitive pricing. The offline rates are available after return of the signed Access Agreement.

## **Further competition**

If you would like to run a Further Competition, please contact [travel@ypo.co.uk](mailto:travel@ypo.co.uk).



# Terms and conditions

Suppliers/providers awarded to the framework agreement have agreed to and signed YPO's standard Terms and Conditions. These can be amended by the CA and supplier/provider by mutual agreement to include additional terms to supplement the standard Terms and Conditions. A variation form is included in the standard Terms and Conditions document to allow customers and suppliers/providers to amend any terms if required.

# Contact information

For further information or to discuss individual requirements, please use the contact details below:

Name	Phillip Crawford
Job title	Buyer
Category	Corporate and Financial Services
Telephone	07598 064434
Email	Travel@ypo.co.uk
<a href="mailto:Travel@ypo.co.uk">Email Phillip »</a>	



# Stages 1 to 4

<p><b>Stage 1</b> Initial Customer Enquiry</p>	<ul style="list-style-type: none"><li>• Customer contacts YPO for information</li><li>• YPO will send customer a copy of the User Guide and Access Agreement</li><li>• Customer completes and returns Access Agreement</li></ul>
<p><b>Stage 2</b> Access Agreement Returned to YPO</p>	<ul style="list-style-type: none"><li>• Following receipt of signed Access Agreement, YPO may send the customer a Further Competition Template, Bank of Optional Questions, and Framework Agreement Scope</li><li>• YPO may provide the customer with a unique reference code for the further competition, which will be referenced on all documentation</li><li>• Customer completes the documents and sends to YPO</li><li>• If the customer decides to undertake their own further competition YPO must be informed via email</li></ul>
<p><b>Stage 3</b> Further Competition</p>	<ul style="list-style-type: none"><li>• YPO can issue further competition documents to all suppliers/providers on the framework agreement if required by the customer</li><li>• YPO will manage any clarifications that are received from potential suppliers/providers (customers will need to provide clarification responses)</li><li>• At the submission closing date YPO will provide customers with access to all submissions</li><li>• Customers can then evaluate (offline) the submissions and prepare acceptance and rejection letters</li></ul>
<p><b>Stage 4</b> Contract Award</p>	<ul style="list-style-type: none"><li>• YPO will issue the award decision documentation (acceptance and rejection letters) via YPO's e-portal</li><li>• Optional 10-day standstill period: customers are advised to implement a voluntary standstill period of 10 days</li><li>• A Contract Award Notice following any award via the framework agreement must be published within 30 days (YPO are able to do this on behalf of the customer if required)</li></ul>

