



**OFFICE OF THE POLICE & CRIME
COMMISSIONER FOR THAMES VALLEY**

REQUEST FOR DECISION – PCC 2019 / 012

**Title: Managed Travel Service incorporating the booking of
Accommodation, Rail, and Air**

The current contract for the provision of a Managed Travel Service (incorporating the booking of Accommodation, Rail and Air) is with Capita Travel and Events. This contract expires on 21 August 2019 having reached the end of the final permitted extension period.

Extensive market research has been undertaken in order to review the available routes to market. An analysis of fee pricing undertaken between the Crown Commercial Service (CCS) and Yorkshire Purchasing Organisation (YPO) Frameworks showed the CCS option to be more competitively priced.

The 3 suppliers listed on the CCS Framework were invited to further compete, and all 3 suppliers submitted bids. Evaluation was based on 70% deliverables and 30% pricing.

Full details are provided in Annex 1.

Recommendation:

The Police and Crime Commissioner is invited to agree the award of contract in respect of the above mentioned supply and delivery of a managed service to Corporate Travel Management.

The above contract is for the initial period until 26 February 2021 which is in line with the expiry of the CCS Framework which also has the option of a 12 month extension option.

The total value of this contract is estimated at £5,000,000 over the full project period (including extension options).

Police and Crime Commissioner

I hereby approve the recommendation above.

Signature

Date

8.7.19

PART 1 – NON-CONFIDENTIAL

1 Introduction and Background

- 1.1 The current contract awarded under the Crown Commercial Service (CCS) Framework RM1034 for the provision of a Managed Travel Service (incorporating the booking of Accommodation, Rail and Air) is with Capita Travel and Events. This contract expires on 21 August 2019 having reached the end of the final permitted extension period.
- 1.2 Extensive market research has been undertaken in order to review the available routes to market.
- 1.3 An analysis of fee pricing undertaken between the CCS and YPO Frameworks showed the CCS option to be more competitively priced. CCS are also able to offer The Public Sector Negotiated Programme (PSNP) which is the largest programme of its kind in the UK, enabling CCS to achieve the best value fares and rates combining both central government and wider public sector spend.
- 1.4 The options available on the CCS RM6016 Framework were either direct award or further competition. It was felt that further competition with specific quality questions would ensure that best value could be demonstrated.
- 1.5 The 3 suppliers listed on the CCS Framework were invited to further compete, and all 3 suppliers submitted bids. Evaluation was carried out by Procurement and 3 stakeholders from Procure and Pay and CTPSE.
- 1.6 The weighting of 30% was given to pricing and this was based on both Online and Offline Fees payable over an average volume of a 2 year booking period. Suppliers had been invited to review the fees that had been originally agreed by CCS, but all 3 bidders maintained their current fees as listed and no further reduction was offered.
- 1.7 Full details are provided in Annex 1

2 Issues for Consideration

- 2.1 Whilst the winning bidder has presented a fully inclusive and detailed implementation/mobilisation plan the team consisting of procurement and lead stakeholders are already focussing on the work required to manage transition from the existing provider to a new supplier.
- 2.2 The new contract is due to start on 22 August 2019

3 Financial Comments

- 3.1 The assumed average annual spend for evaluation purposes was £1,938,958
- 3.2 The estimated total contract value over the 2.5 year period (including extensions) is £5,000,000.
- 3.3 This level of expenditure can be accommodated within existing budgetary provisions for 2019/20

4 Legal Comments

- 4.1 The award followed a legally compliant route and no legal implications have been identified

5 Equality Comments

- 5.2 The award has been made against a framework that had as part of its award criteria the need for suppliers to demonstrate suitable commitment to ensuring equality in the workplace and in the service offered to its customers.

6 Background Papers

- 6.1 Not applicable.

Public Access to Information

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Is the publication of this form to be deferred? No

If yes, for what reason?
Until what date?

Is there a Part 2 form? Yes

ORIGINATING OFFICER DECLARATION (as appropriate):

	Officer	Date reviewed
Head of Procurement	Richard Fowles	25.6.19
Financial Advice	Linda Waters	26.6.19

OFFICER'S APPROVAL

We have been consulted about the proposal and confirm that financial and legal advice have been taken into account in the preparation of this report.

We are satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.


Chief Executive

Date 8/7/2019


Chief Finance Officer

Date 5/7/19



Procurement Services

Procurement Outcome Report

TVP Reference FL19001

Managed Travel Service
Incorporating the booking of:
Accommodation
Rail, and Air

Submitted By Anne Canning / Lorraine Wastie

Date Submitted: 21st June 2019

Contract Award (and POR) Sign-Off Sheet

By approving this document the Procurement Governance Board confirms acceptance of the detail contained within this document, approval to proceed with contract award, implementation and realisation of the benefits.

In the case of a Procurement which results in a new contract (or extension) the document replaces the previous award paper, and has a section for the relevant sign-offs below.

Executive Summary and Recommendations

1.1 BACKGROUND

1.1.1 Baseline Spend

The current Baseline / Budgeted Spend is shown below highlighting the past 2 years spend. 2017 shows a fairly standard annual representation of requirements. However, 2018 showed unprecedented demand due to a number of large scale operations. For evaluation purposes it was felt an average of the two was a fair representation of likely demand, based on unknown future operational needs being mindful of the prospective requirements of Op Bridge:

Thames Valley Police - Business Travel Analytics for 2017 & 2018

	2017		2018	
Hotel	Room Nights	Spend	Room Nights	Spend
	6796	£723,421.00	9262	£1,004,902.00
Group Bookings*	Bookings	Spend	Bookings	Spend
* 9 or more travellers	35	£104,933.00	108	£1,448,885.00
Rail	Tickets	Spend	Tickets	Spend
	4910	£259,060.00	5019	£236,831.00
Air	Transactions	Spend	Transactions	Spend
	198	£35,941.00	247	£63,944.00
Total Spend	£1,123,355.00		£2,754,562.00	

1.1.2 Subjective Codes: 3912 Accommodation/4200 Public Transport/4202 Air Travel

1.1.3 Summary of requirement and process:

The current contract awarded under the Crown Commercial Service (CCS) Framework RM1034 for the provision of a Managed Travel Service (incorporating the booking of Accommodation, Rail and Air) is with Capita Travel and Events. This contract expires on 21 August 2019 having reached the end of the final permitted extension period.

Extensive market research has been undertaken in order to review the available routes to market. The replacement CCS RM6016 Public Sector Travel and Venue Solutions, and Yorkshire Purchasing (YPO) Ref: 874 Travel Management Services frameworks were available each containing a selection of different suppliers.

Following stakeholder engagement a detailed list of key requirements was produced, and issued to suppliers who were invited to attend briefing days, which enabled the opportunity for the team to build on existing supplier intelligence, and view system performance and capabilities.

An analysis of fee pricing undertaken between the CCS and YPO Frameworks showed the CCS option to be more competitively priced. CCS are also able to offer The Public Sector Negotiated Programme (PSNP) which is the largest programme of its kind in the UK, enabling CCS to achieve the best value fares and rates combining both central government and wider public sector spend.

The options available on the CCS RM6016 Framework were either direct award or further competition. It was felt that further competition with specific quality questions would ensure that best value could be demonstrated.

The 3 suppliers listed on the CCS Framework were invited to further compete, and all 3 suppliers submitted bids. Evaluation was carried out by Procurement and 3 stakeholders from Procure and Pay and CTPSE.

The weighting of 30% was given to pricing and this was based on both Online and Offline Fees payable over an average volume of a 2 year booking period. Suppliers had been invited to review the fees that had been originally agreed by CCS, but all 3 bidders maintained their current fees as listed and no further reduction was offered.

It should be noted that due to the dynamic pricing associated with the travel category, pricing is always based on supply and demand at the point of booking. The fees associated with this contract amount to 0.25% of the total spend which is why the lowest permissible allocation of score was apportioned for evaluation. purposes

The weighting of 70% was given to the deliverables based on the key areas agreed by the stakeholders, and listed as follows:

A – TECHNICAL CAPABILITY – Booking Tool (20%)

Suppliers were requested to provide a test login for their Booking Tool in order to demonstrate its ability to deliver the optimum functionality. It needed to demonstrate ease of use, basket functionality and have clear rate availability.

A – TECHNICAL CAPABILITY – Special Requirements (20%)

Suppliers were requested to demonstrate how they would manage an urgent, unplanned request. The given scenario was that they received an urgent requirement for an event which would occur within 1 week of first notification. The event would span a minimum of 8 nights, and would require 4,000 rooms in and around the Windsor area.

A – TECHNICAL CAPABILITY – Cost Saving Initiatives (20%)

Suppliers were required to demonstrate the cost saving initiatives they would introduce with a view to reducing overall spend, including managing and minimising offline bookings.

B – SERVICE LEVELS – Contract Management and KPIs (5%)

Suppliers were requested to demonstrate their Contract Management structure and policy which would be in place upon commencement of the contract, and the measures they would have in place to manage customers' expectations.

C – IMPLEMENTATION/MOBILISATION (5%)

Suppliers were requested to provide a detailed Implementation/Mobilisation Plan including timescales and clear defined roles & responsibilities.

1.1.4 Regulation 84 form has been completed and is at Appendix A. This is a record of the exercise required to be kept by the Cabinet Office.

1.1.5 Contract Terms and Conditions: The suppliers meet all the requirements of the contract terms and conditions and specification and offer the Most Economically Advantageous Solution, as assessed through the evaluation process.

1.1.6 Legal Implications: The award followed a legally compliant route and no legal implications have been identified

1.1.7 Equality and Diversity: The award has been made against a framework that had as part of its award criteria the need for suppliers to demonstrate suitable commitment to ensuring equality in the workplace and in the service offered to its customers.

1.1.8 Realisation Implementation Plan:

Following Contract Award, a mobilisation plan will be agreed with the supplier and key stakeholders to ensure a smooth transition is achieved.

Whilst the winning bidder has presented a fully inclusive and detailed implementation/mobilisation plan the team consisting of procurement and lead stakeholders are already focussing on the work required to manage transition from the existing provider to a new supplier.

The work plan is as follows:

Phase 1 – With immediate effect upon award:

- System registration – Agree key stakeholders
- Exit strategy with incumbent supplier
- Testing Phase – Agreed key stakeholders
- Review Rate Caps/agree amendments if required
- Consider any impact to current Travel Policy
- Cost centre set up
- Invoicing – agree structure/delivery

Phase 2 – Date to be agreed

- Roll out to end users to self-book
- Agree criteria for BAU
- Update of Travel policy
- ERP Alignment

Whilst it is envisaged that this will move to a self-booking system as soon as practicable, the experienced booking team will play a vital role in testing the new system and ensuring that it has been thoroughly assessed prior to roll-out. This will ensure that key timescales are met, whilst ensuring that the new system will be ready for wider use.

In depth training will be given to self-bookers, personal profiles created, and policies aligned Where required.

Enabling self-booking will allow efficiencies to be delivered as this will remove at least one layer of duplicated administration. The expertise within the current booking team will still be required to manage more complex bookings that are not considered “business as usual”. It is important to note that it is general industry practice for users to self-book, reducing unnecessary administration, and booking quicker and aiming to achieve better rates as the bookings will be done at an earlier point in the process. Rate caps will be in force, and users will be closely monitored to ensure that they are booking in a cost effective manner.

1.1.9 Contract Management Review: Tier 1 ☒ or Tier 2 ☐ or Tier 3 ☐

1.1.10 The procurement process has followed and complied with the 5 key Treaty Principles of PCR 2015:- Transparency; Non-Discrimination; Equal Treatment; Proportionality; Mutual Recognition.

1.1.10 Attachments

Please include the following attachments as additional supporting information:

☒ Supplier Scoring Evaluation



Evaluation
Summary - Business

1.2 RECOMMENDATION

1.2.1 The Police and Crime Commissioner / Chief Constable of Thames Valley Police (Chief Finance Officer and Director of Finance) are invited to agree the award of contract in respect of the above mentioned supply and delivery of a managed service to Corporate Travel Management.

The above contract is for the initial period until 26 February 2021 which is in line with the expiry of the CCS Framework which also has the option of a 12 month extension option.

The total value of this contract is estimated at £5,000,000 over the full project period (including extension options).

This award is supported by all Stakeholders (Procure and Pay and CTPSE).

Process and POR approval

Role	Name/Job Title	Signature and Sign-Off Date
Procurement Business Partner	Allyson Hughes	24.06.19
Procurement Manager/Co-Lead	Anne Canning	18/06/19
Procurement Co-Lead	Lorraine Wastie	12/06/19
TVP Finance – P2P Stakeholder Team	Kay Lodge (Lead)	24/06/19
TVP Finance	Paul Morrison	
Legal	N/A	

Contract Award Approval

Approval Role	Name	Job Title	Signature and Sign-Off Date
Reviewer:	Richard Fowles	Head of Procurement	Richard Fowles 24.6.2019
First Approver:	Linda Waters	Director of Finance	
Second Approver:	Ian Thompson	Chief Finance Officer	

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**PART 1 –
FOR PUBLICATION ON TVP INTRANET SITE**

Contract Summary and Information for BLPD

Proposed Supplier (s)	Corporate Travel Management
Planned Contract Start Date	22 August 2019
Contract Duration – Initial Term (<i>months</i>)	18 months (to coincide with expiry of CCS Framework)
Contract Extensions Available (<i>months</i>)	12 months
Contract Value <i>including extension period</i>	£5,000,000
Collaborative Purchase Information (who are we buying with and what is there proportion of spend).	

