



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

**REQUEST FOR DECISION – PCC 2017 / 016**

**Title: Managed Travel Contract**

The objective of this project is to deliver an efficient and cost effective Managed Travel Contract in order to support the day to day travel and accommodation requirements for the Force.

TVP has been operating under the Crown Commercial Services (CCS) framework RM1034 which covers the initial period from 11 November 2013 to 10 November 2016. The framework has provision for the call-off to run through for an additional 2 years when the framework will ultimately expire with no further options to extend.

The initial term for TVP expired at the end of November 2016 and Procurement Services didn't automatically extend the contract following the performance issues which were reported by the RP&P Team and subsequently escalated for resolution. Capita Travel has been given the opportunity to resolve these issues and repair all service and relationship concerns between the two parties. This supplier is now performing well across the business, and is a key support service to the Force.

Full details are provided in Annex 1.

**Recommendation:**

The PCC is invited to agree the award of the Managed Travel Service by way of exercising the option for an additional extension period as provided under CCS Framework RM1034.

The extension will cover the period from 1 December 2016 to 10 November 2018 and is based on an annual value of £609,901.

Capita Travel provides the following services:

- One Stop Managed booking shop/ tool for hotel, rail travel, air travel and venue hire
- Specialist sourcing and hotel operator management
- Travel advisory service – delivering important traveller guidance and support

**Police and Crime Commissioner**

I hereby approve the recommendation above.

**Signature**  **Date** 27.7.17

## **PART 1 – NON-CONFIDENTIAL**

### **1 Introduction and Background**

- 1.1 TVP has been operating under the CCS framework RM1034. The RM1034 framework covers the initial period from 11/11/2013 to 10/11/2016. The framework has provision for the call-off to run through for an additional 1 or 2 years until 10/11/2017 or 10/11/2018 when the framework will ultimately expire with no further options to extend.
- 1.2 The initial term for TVP expired at the end of November 2016. Procurement Services hasn't extended the contract following issues raised by RP&P, and allowed Capita Travel the opportunity to rectify the service issues and improve the relationship between the two parties.
- 1.3 TVP Procurement Services with support from RP&P have implemented an SLA with KPI targets that are published and monitored on a monthly basis. In addition Capita Travel have been further tasked to deliver quarterly savings on Hotel rates. The restriction on some of the Premier Inn properties as part of the first quarterly review is calculated at approximately £1,900 and currently awaiting a response from Capita to validate the saving and further agree the strategy for hotel sourcing to deliver cash and value added savings.
- 1.4 Capita Travel continue to investigate options in order to deliver additional savings and improve the customer service delivery.
- 1.5 Full details are provided in Annex 1

### **2 Issues for Consideration**

- 2.1 As part of the Procurement due diligence review it was identified that there is another supplier - Click Travel - who has also secured a place on the CCS framework for the same managed travel service. TVP has not previously dealt with Click Travel, although they supply a number of other police forces, TVP has no working knowledge of this supplier.

### **3 Financial Comments**

- 3.1 Baseline spend is £609,901 as set out in Annex 1.
- 3.2 Cashable savings are estimated to be £7,600 based on hotel competition forecast.
- 3.3 Non cashable (Improved efficiency) savings of £7,600 per annum are also forecast.

### **4 Legal Comments**

- 4.1 This is a legally compliant procurement under CCS Framework.

### **5 Equality Comments**

- 5.1 No specific comments

**6 Background Papers**

6.1 Not applicable.

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<b>Is the publication of this form to be deferred? No</b>
<b>If yes, for what reason? Until what date?</b>
<b>Is there a Part 2 form? Yes</b>

<b>ORIGINATING OFFICER DECLARATION (as appropriate):</b>		
	<b>Officer</b>	<b>Date reviewed</b>
<b>Head of Procurement</b>	<b>Richard Fowles</b>	<b>14/7/17</b>
<b>Legal Advice</b>		
<b>Financial Advice</b>	<b>Linda Waters</b>	<b>20/7/17</b>

**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.	
<i>I. Thompson</i> CFO & Deputy Chief Executive	Date <i>24/7/17</i>
<i>[Signature]</i> Principal Accountant (Deputy CFO)	Date <i>25/7/17</i>

