

Record of decision taken under delegated powers by a council officer



Title:	Award of Contract for the Provision of an Online Travel Booking System
Divisions Affected:	Surrey wide
Key Decision:	No
Decision taken under delegation by virtue of:	Approval to Procure Form Approved by Executive Director (in consultation with Portfolio Holder).

Summary

Currently the council uses paper-based travel warrants that are issued from a physical travel warrant book and require an automated online service which allows for the purchase of train tickets and hotels.

Paper based travel warrants have many disadvantages & inefficiencies including;

- SCC often have to re-issue paper travel warrants because service users have lost or not received them.
- Royal Mail often strike or lose mailed warrants. Strikes have had an impact causing social workers to hand deliver them.

It is also open to potential Service User fraud including:

- Selling the travel warrant on for cash - ID not required when exchanging the travel warrant for a ticket at a rail station
- Changing the destination on the travel warrant
- Upgrading to first class

Rail Station Ticket Offices are currently planned to be closed in stations so service users will not be able to redeem travel warrants for train tickets. As a solution, the council plan to use an online travel booking system for rail, hotel and flight bookings.

CCS offer online travel solution framework agreements that meet our requirements. Other local authorities are already using online travel solutions, so they are tried and tested.

Decision made

Decision made:

It was AGREED that a contract is awarded to Clarity Travel limited under the Crown Commercial Services Travel and Venue Solutions RM6217

Reasons for Decision:

Following a review of the market and available procurement frameworks it has been demonstrated that the award of a new contract to Clarity Travel limited under the Crown Commercial Service Travel and Venue Solutions RM6217 framework represents value in terms of price and quality.

Decision taken by:	Joanna Killian – Chief Executive
Decision taken on:	31/01/2024
To be implemented on:	as soon as possible following approval.

Alternative options considered

Details are contained within the Procurement Report

Summary of any financial implications

Details are contained within the Procurement Report.

Declarations of conflicts of interest

None

Consultation/Process Followed

Consultation included the following:

- Finance
- Legal Services
- Procurement

Background Documents**Exempt:**

Procurement report

YES