



Specialist Courier Services

Customer guidance (RM3799)



Crown
Commercial
Service

working in partnership



This document has been developed by Crown Commercial Service (CCS) to help public sector and charitable/third sector organisations understand how best to use this framework agreement.

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Introduction

The Specialist Courier Services framework agreement (RM3799) acts as one third of a courier services solution provided by Crown Commercial Service (CCS) and YPO for the use of public sector organisations.

This framework agreement is complemented by the Courier Services framework agreement (RM3798) and a Courier Services. Together the three agreements will provide a route to market for a wide range of courier requirements that include collection and delivery contracts to highly complex requirements that involve the movement of items and substances subject to stringent regulation or control.

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What services are available through this framework agreement?

Suppliers on the Specialist Courier Services framework agreement specialise in the movement and storage of items subject to stringent regulations or controls. An overview of the lot structure and the services available from each lot is provided below. For a more detailed description of the services available under each framework lot, download a copy of the framework Specification of Services from the framework webpage.

Lot 1: Class 6.2 Infectious Substances (Category A and Category B), Non-Infectious Substances, Biological Substances, Blood and Tissue

Lot 1 suppliers provide collection and delivery for infectious substances (category A & B) as well as non-infectious substances, such as clinical samples, blood, tissue and other biological material.

Mandatory services:

- Same day and next day delivery to all areas of the UK
- Ad hoc and scheduled collections (including 'out of hours')
- End-to-end tracking accessible to the Contracting Authority
- Online booking system
- Transportation of Category A and Category B

Additional services:

- International delivery
- Bulk courier deliveries

Lot 2: Controlled Drugs & Pharmaceuticals

Lot 2 suppliers provide collection and delivery for packages containing controlled drugs and other pharmaceuticals, including drug precursors.

Mandatory services:

- Same day and next day delivery to all areas of the UK
- Temperature controlled vehicles fitted with additional security, such as immobilisers and alarms
- End-to-end tracking accessible to the Contracting Authority
- Online booking system
- Tamper evident packaging

Additional services:

- International delivery
- Bulk courier deliveries
- Destruction / disposal of packages

Lot 4: Explosive Substances (Class 1) and Firearms

Lot 4 suppliers provide a range of delivery options for packages containing class 1 explosive substances and firearms (sections 1, 2, and 5).

Mandatory services:

- Vehicles equipped with additional security including, but not limited to GPS; security boxes; lockable steel cages; secure gun crates; end-to-end tracking
- Scheduled and ad hoc collections to locations throughout the UK
- Same day and next day delivery

Additional services:

- International delivery
- Bulk courier deliveries
- Destruction / disposal of packages

Lot 5: The Haulage, Storage and Disposal of Seized Goods

Lot 5 suppliers provide storage, disposal and transportation for items that have been seized by the authorities. Such items may be considered hazardous, dangerous or may be attractive to criminal interests.

Mandatory services:

- Same day and next day collection and delivery throughout the UK
- Secure storage of items collected
- Collection and haulage of oversized or bulky loads

Additional services:

- International delivery
- Disposal and destruction of seized items

Lot 6: The Haulage, Storage and Disposal of Vehicles

Lot 6 services include a range of haulage, storage and disposal options for vehicles seized by the authorities. These services are available for a range of vehicles including, but not limited to road vehicles of varying sizes, boats and aircraft.

Mandatory services:

- Same day and next day collection and delivery throughout the UK
- Secure storage of items collected
- Collection and haulage of oversized or bulky loads

Additional services:

- International delivery
- Disposal and destruction of seized vehicles

Lot 7: Radioactive Materials (Class 7)

Suppliers on Lot 7 provide a range of collection and delivery services for packages that contain radioactive substances.

Mandatory services:

- Same day and next day delivery throughout the UK
- Ad hoc and scheduled delivery (including out of hours)
- Full end-to-end tracking of packages

Additional Services:

- International delivery

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Benefits of using this framework agreement

- **increased efficiency** - The Specialist Courier Services framework provides the public sector with a route to market that is compliant with EU procurement regulations. Generic template Request for Quotations (RFQs) are available through the CCS eSourcing system and the framework offers one set of contractual terms and conditions developed specifically for public sector bodies to save you time. This also includes a short form order form.
- **a combined courier solution** - contracting authorities are able to include other courier consignments within the scope of their specialist requirements on this framework. For example, an NHS trust may have a requirement to courier controlled drugs, together with the related patient records. This framework would allow you to do this through one supplier for convenience and consistency by including it in your requirements at the further competition stage.
- **high quality service** - suppliers' experience, expertise and commitment to quality are assessed at the time of the initial procurement so you don't have to spend time checking this. Suppliers have been rigorously evaluated with a high emphasis on quality (90% Quality : 10% Price).
- **by public sector, for public sector** - the framework scope has been developed following an extensive process of engagement with a varied group of public sector stakeholders. The input from our stakeholders, including customers, has helped to produce a framework specification of services that covers a wide range of specialist courier requirements from across the public sector.
- **supporting the SME agenda**: with 68% of the framework suppliers being classed as SMEs, this framework supports the government's policy to encourage SMEs to become government suppliers. We will also be working with framework suppliers to develop visibility of their supply chain to better improve the visibility of government expenditure with SME providers.
- **value for money** - we will be working with framework suppliers to realise savings of 15% of customer expenditure by developing greater visibility of pricing and service delivery procedure. Value for money will also be achieved through aggregation of spend - this means we combine the requirements of different public sector organisations to make them more attractive to suppliers and achieve additional savings.

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Suppliers on the Specialist Courier Services framework

The table below indicates which suppliers have been awarded on each lot.

Supplier name	No. of Lots	Lot 1	Lot 2	Lot 4	Lot 5	Lot 6	Lot 7
Citysprint (UK) Ltd	3	✓	✓				✓
CTS GB Ltd	2	✓		✓			
DG Global Forwarding Uk Ltd	4	✓	✓	✓			✓
DX Network Services Limited	2	✓	✓				
Kuehne + Nagel Limited	4	✓	✓	✓	✓		
PDP Couriers	2	✓	✓				
Same Day PLC	2			✓	✓		
The Active Collection Bureau Limited	1						✓
The MCL Group (int.) Ltd	1	✓					
Topspeed Couriers Limited	5	✓	✓	✓	✓		✓
Wilsons Auctions Ltd	2				✓	✓	
Total number of providers		8	6	5	4	1	4

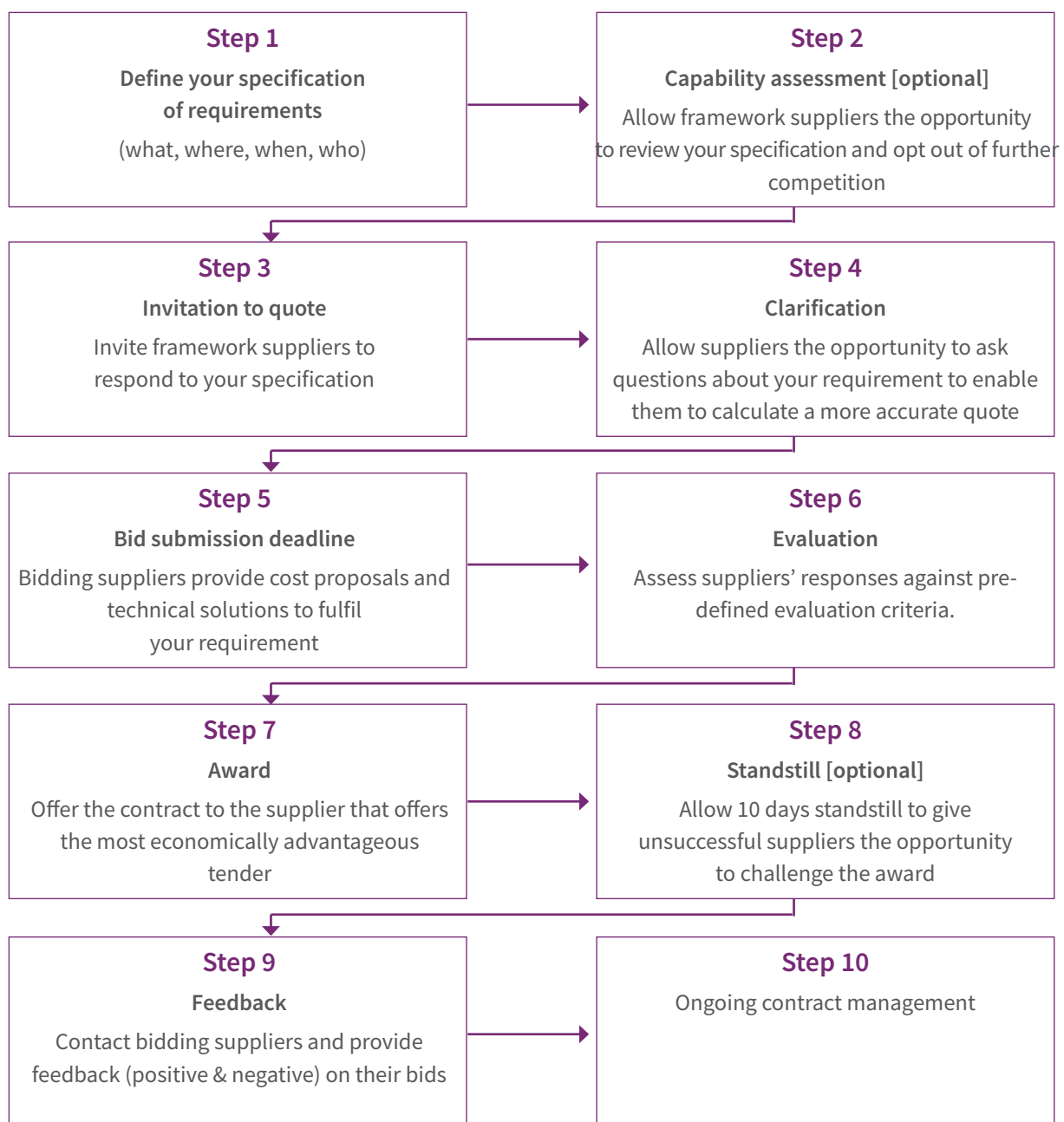
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How to use this agreement

This agreement can be used for direct award along with further competition. An explanation of the further competition process is included below.

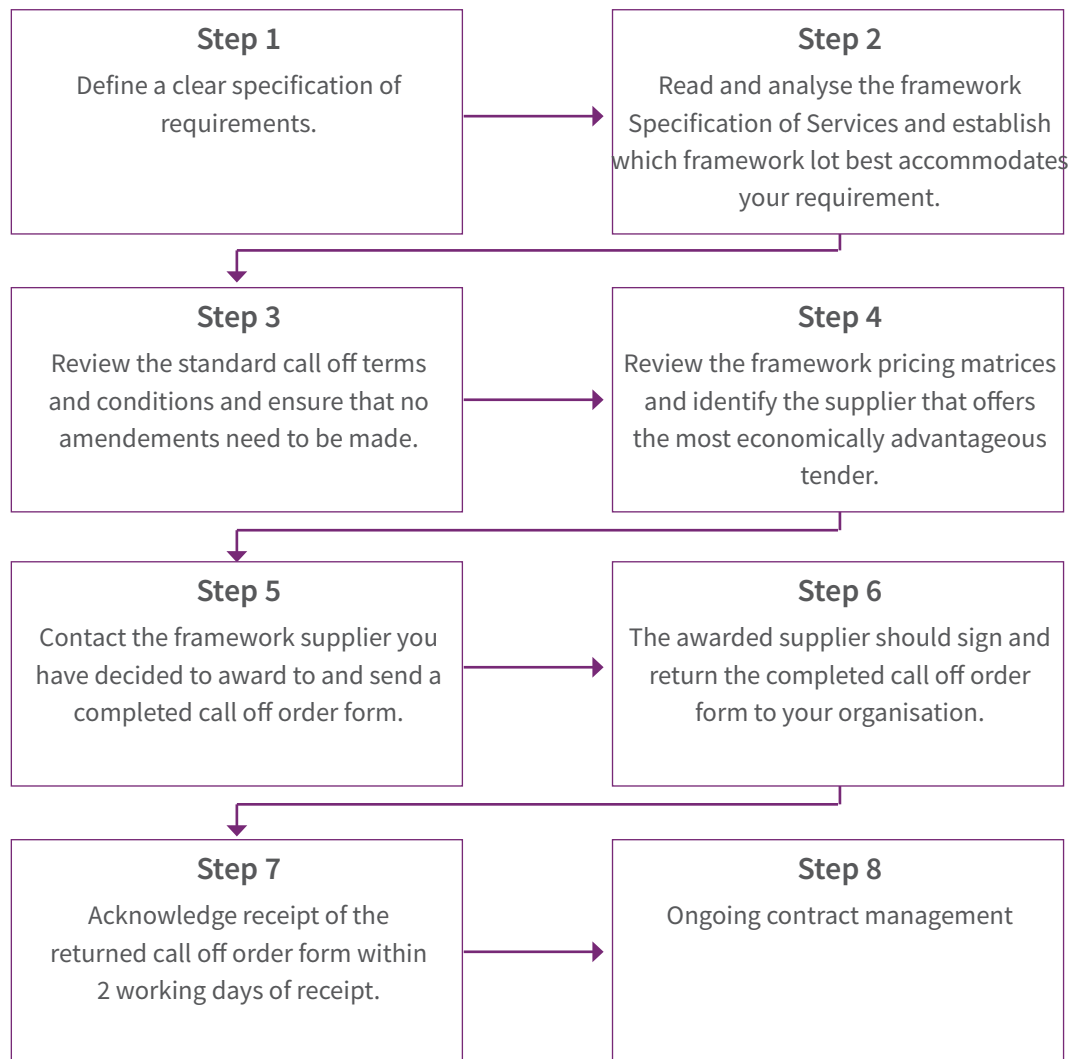
Lot 6 has 1 supplier and further guidance on how to use this lot can be found within this Annex 1.

Awarding via further competition for lots 1, 2, 4, 5 and 7



Directly awarding without further competition

Direct award procedure process map



When to directly award a contract without further competition

The direct award procedure is available and is best applied when the services required can be sourced directly from the Framework Specification of Services.

A contract can be directly awarded if:

- You are satisfied that only one framework supplier is capable of meeting your particular requirement
- Based purely on the information given in the Framework Specification of Services and pricing matrices, you are able to determine which supplier's offering provides the most economically advantageous solution.

As contracts awarded directly are based on the framework information already publicly available customers using this procedure are not permitted to amend the standard terms and conditions, nor accept any offers of reduced or bespoke pricing from the framework suppliers.

The direct award procedure

- 1) Develop a clear specification of requirements. Your specification should include as much detail about your requirement as possible. For more information on what to include in your specification please refer to this section in the further competition notes below.
- 2) Review the standard terms and conditions and satisfy yourself that they provide the adequate insurances and coverage needed for your requirement. In a direct award procedure the standard terms may not be amended so it is important that your organisation is certain that no additional clauses, liabilities or insurances are needed.

- 3) Analyse the framework pricing matrices to identify the supplier that offers the most economically advantageous tender. Suppliers should be ranked in order of their ability to provide the required specification from lowest price to highest price.
- 4) Subject to the actions outlined above being completed a contracting body may then contact their chosen supplier to award a call off agreement by sending a completed and signed call off order form which may be downloaded from the CCS webpage for RM3799.
- 5) The awarded supplier shall then sign the awarded call off agreement and return to the contracting body.
- 6) The contracting body should send written confirmation of receipt of the signed call off agreement back to the awarded supplier within 2 working days of receipt.

Checklist for direct award

Have you:

- ✓ Developed a statement of requirements that identifies exactly what services you need?
- ✓ Checked the framework specification to establish which lot best accommodates your requirement?
- ✓ Read the standard terms and conditions? Contracts directly awarded without further competition must be made based on the standard terms and conditions.
- ✓ Checked the relevant framework lot pricing matrix to establish the supplier that offers best value for money.

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What to include in your Invitation to Quote (ITQ)

The ITQ should communicate to suppliers the instructions and information that they need in order to bid for your requirement. At a minimum your ITQ should include:

- Competition timetable
- Instructions to bidders explaining how to submit their bid
- Explanation of the evaluation process, criteria and scoring methodology
- Clear and detailed specification of requirements (this may be a separate document)



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What to include in your Specification of Requirements

Your specification of requirements should clearly explain in detail what services the successful supplier will be responsible for fulfilling. Providing more detail in your specification will help suppliers to understand your requirement better and generate a price that better reflects the costs of the services provided.

Consider including:

- Collection / delivery addresses (if available) - if your requirement requires regular deliveries to known addresses, sharing this information will allow bidding suppliers to better understand the geographical scope of your requirement. Deliveries to more remote or difficult to access locations are often charged at a higher rate than deliveries to urban locations.
- Delivery volumes - understanding the volume of deliveries required will enable suppliers to understand the scale of resources needed to fulfil the requirement. Are volumes static across the year or are they subject to (un)predictable fluctuations? Do you have any historic Management Information (MI) that could be shared with the bidding suppliers?
- Delivery timescales - do you frequently need packages to be delivered on a same day basis?
- Security considerations (collection and delivery) - are there specific security processes that the successful supplier will need to follow when making collections or delivery?
- Contract timetable - will there be an implementation period? When does the contract need to fully implemented? Are there milestones or deliverables that need to be hit during the life of the contract?
- Service levels / credits - what standards of service will the supplier's solution need to maintain? If you intend to add financial service credits to reinforce your service levels, please ensure that these are referred to in your specification
- Core and non-core requirements are there services that your organisation is considering but are not mandatory?
- Your future strategy with regard to this requirement - will volumes decline / increase during the lifetime of the contract? Will the requirement change in any foreseeable way during the contract term?
- Account management and reporting requirements - how will the contract be managed? Will there be regular review meetings? Bear in mind that inappropriately onerous levels of account management may discourage bidders.

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Evaluating supplier bids

CCS has already evaluated framework suppliers' financial solvency, business continuity and previous experience prior to framework award. The suppliers that have been awarded framework agreements to provide services have all passed these criteria and should not be reassessed at further competition.

Evaluation criteria at further competition should assess suppliers' capability to fulfil your own specific requirement rather than prior experiences of having fulfilled similar contracts. Quality questions should focus on testing areas of the service proposal that are most important to its success. You should consider your requirement and identify the areas that are the most important to a successful service. Your evaluation questions should test those areas of importance thoroughly.

Your ITQ should document clearly:

- the process your organisation will undertake to evaluate supplier proposals
- the criteria that evaluators will use to evaluate supplier proposals and prices
- the scoring methodology that will be used to establish the most economically advantageous tender



Annex 1

How to use Lot 6 of this framework agreement

Please be advised that RM3799 is not enabled for direct award.

As this lot has only one supplier, if you have a requirement which falls within the scope of this lot and wish to engage with the Supplier, you should follow the process as detailed below:

- You should then confirm that your requirements can be met by the Services that fall within the Statement of Requirement for the Framework Agreement within Lot 6 (Framework Agreement Schedule 2: Services).
- Complete the RM3799 Customer Access Agreement which is available via the documents tab on the CCS RM3799 webpage or by request via:
info@crownccommercial.gov.uk
- Once completed and returned, the pricing structure for the Supplier (Wilsons Auctions Ltd) which was supplied by the Supplier at tender stage (the pricing structure will assist you in producing your own price template specific to your organisations requirements) will be supplied along with the appropriate documentation (Framework Specification & Call off Order).
- Customers should then define a clear statement of requirement (s) of what Services are required by your organisation.
- Once this has been established you can then either send a Request for Information (RFI) and /or Request for Quotation (RfQ) (price) from the Supplier for your requirement(s) and give reasonable timescales to respond.
- This can be accommodated through the CCS eSourcing Suite as templates are already set up for this lot. For further information how to access and use please see the [guidance information](#).
- Please allow the Supplier sufficient time and the opportunity to ask any questions about your requirement(s). This will enable the Supplier to calculate a more detailed and accurate quote.
- Once your quote has been received from the Supplier (you may wish to conduct a benchmarking exercise) and it is acceptable, you can then proceed.
- Once all call off documentation has been completed by both parties please email CCS with the details of your contract dates and values for our records.

If you require any further information please contact us via

info@crownccommercial.gov.uk

Contact details

If you need general advice about the services that CCS offers please contact our customer service helpdesk:

CCS contact details

0345 410 2222

info@crowncommercial.gov.uk

www.crowncommercial.gov.uk

 @gov_procurement

 Crown Commercial Service

YPO contact details

01924 834895

postal.services@ypo.co.uk

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