

working in partnership



Crown  
Commercial  
Service

YPO®

ESPO

# Postal Goods and Services

## Customer Guidance Notes RM1063

Everything you need to know to tick all the boxes



Ticking all the boxes

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*“**London** boroughs have had a very positive experience working with the CCS Postal team. They have been very helpful in assisting boroughs to put together their requirements for a collaborative procurement from the CCS postal framework. Working closely in partnership with CCS has enabled boroughs to achieve significant savings of over £1m per annum across London in what is often a forgotten area of expenditure.”*

Terry Brewer  
Divisional Director Commercial, Contracts and  
Procurement London Borough of Harrow



# 1

## Background

- × Public sector organisations require a consistent, best value, EU compliant route to the market for the provision of postal services. Crown Commercial Service (CCS), YPO and Eastern Shires Purchasing Organisation (ESPO) have worked in collaboration to put a new framework agreement in place to meet this requirement.
- × We have identified new technological advances offered by the market to meet the needs of the public sector and are delivering clear and transparent costs to help you achieve savings.
- × The new agreement brings together a wide range of requirements including Mailroom Equipment (replacing YPO/ESPO framework 217) along with; International Mail, Franking Machines and Digital Inbound Mail Solution.
- × A stakeholder group of our customers from across both central government and the wider public sector worked with us to shape the requirements of the new agreement.
- × Full guidance and a customer toolkit has been created to make access to the new agreements easier for you, the customer.
- × The category team is made up of market experts, who are on hand to assist you with making savings and efficiencies in terms of your postal output.



# 2

## Overview of Lot Structure

*“The agreement will meet both the common and unique needs of customers, to deliver efficiency and cost savings across the entire public sector.”*

### Lot 1: Collection and delivery

Lot 1 covers the collection and delivery of physical mail items of up to 2kg for public sector customers throughout the whole of the United Kingdom. Services under lot 1 include but are not limited to: bulk mail; standard mailings; sorted and unsorted mail; unaddressed mail; secured mail; undelivered mail; and some bespoke requirements as defined by the contracting body within the mail profile.

### Lot 2: Hybrid mail on-site solution

Lot 2 covers the provision of a hybrid mail solution that is within the contracting body’s premises and utilises the existing equipment that is owned or leased by the contracting body together with supporting software provided by the successful supplier.

### Lot 3: Hybrid mail off-site solution

Lot 3 offers a hybrid mail solution that is wholly external/off-site. Lot 3 suppliers will receive work electronically and will be responsible for the printing, addressing, enveloping and delivery (physical or electronic) of mail items. Suppliers will offer a range of electronic and physical delivery options, such as SMS or email and will provide supporting software where necessary.

#### **Lot 4: International mail services**

Lot 4 covers the provision of international mail services, including the collection of mail items from public sector customers from all areas of the United Kingdom for delivery to recipients around the globe. Services include but are not limited to: bulk international mail; standard international mail; sorted and unsorted mail; secured international mail; undelivered mail; and some bespoke requirements as defined by the contracting body.

#### **Lot 5: Franking machines and mail room equipment (including associated services and consumables)**

Lot 5 covers the provision of franking machines and mail-room equipment (including associated services and consumables) either for lease or purchase to public sector organisations in the UK. Products included within the scope of this lot are: new and re-manufactured franking machines; folder inserters; letter openers and address systems.

#### **Lot 6: On-site inbound mail solution**

Lot 6 is designed for contracting bodies who have a requirement for mail items to be delivered to their premises. Suppliers will offer services including timed delivery, pre-sorted delivery, numbered box services, post opening, mail screening and tracked/signed for services.

Suppliers will also offer the capability to digitalise inbound mail using the contracting body's existing equipment and to provide a supporting software package.

#### **Lot 7: Off-site digital inbound mail solution**

Lot 7 provides services relating to digitisation of mail items sent to the contracting body.

Services include but are not limited to: opening, scanning and electronic distribution of mail; archiving, destruction and indexing services; cherished or valuable document handling; and some bespoke services to be defined by the contracting body.

For further information please see the specification in the documents area via the [link](#).

# 3

## Successful Suppliers matrix

Supplier	Lot 1	Lot 2	Lot 3	Lot 4	Lot 5	Lot 6	Lot 7
ADARE SEC (formerly BANNER MANAGED COMMUNICATION (BMC))		✓	✓				
BOWE SYSTEC LTD					✓		
CANON (UK) LIMITED		✓	✓				✓
CAPITA BUSINESS SERVICE LTD			✓				✓
CFH DOCMAIL LTD			✓				
CIVICA UK LTD							✓
CLEARDATA UK LTD							✓
COMPUTERSHARE INVESTOR SERVICES PLC		✓	✓				✓
CRITIQOM LIMITED			✓				
DX NETWORK SERVICES LTD	✓			✓			
EDM GROUP LTD							✓
EXELA TECHNOLOGIES LTD (formerly BANCTEC)							✓
FINANCIAL DATA MANAGEMENT PLC	✓	✓	✓				✓
FRANCOTYP-POSTALIA LIMITED			✓		✓		
FUNASSET LTD		✓					
G3 WORLDWIDE MAIL (UK) LIMITED				✓			
GI SOLUTIONS GROUP LTD			✓				
NATIONWIDE FRANKING SENSE LTD					✓		
NEOPOST LIMITED		✓	✓		✓		✓
OPUS TRUST MARKETING LTD	✓		✓	✓			
PARAGON GROUP LTD	✓						✓
PITNEY BOWES LIMITED		✓	✓		✓		
POSTAL CHOICES LTD (TA ONE POST LTD)	✓						
POSTALSORT LIMITED	✓						
PSL PRINT MANAGEMENT LTD			✓				

Supplier	Lot 1	Lot 2	Lot 3	Lot 4	Lot 5	Lot 6	Lot 7
RICOH UK LTD		✓	✓			✓	✓
ROYAL MAIL GROUP LTD	✓			✓			
SEFAS INNOVATION LTD		✓					
SERVICE LEVEL MANAGEMENT LTD		✓	✓				
SWISS POST SOLUTIONS LTD			✓			✓	✓
SYNERTEC LIMITED			✓				
THE STATIONERY OFFICE (TSO)							✓
TMR EXECUTIVE AGENCY LTD (PREVIOUSLY KNOWN AS FP EXECUTIVE AGENCY LTD)					✓		
UK MAIL LTD	✓		✓	✓			✓
WHISTL UK LIMITED	✓	✓	✓	✓			✓
XEROX LTD		✓	✓			✓	✓

# 4

## Overview of Suppliers



Adare SEC, part of the Adare Group, provides technology-led, outbound and inbound Secure and Essential Communication Solutions to private and public sector clients who need to control the cost, quality, security and efficiency of their printed and electronic communications

Adare's four core solutions have been developed to support legal compliance, regulatory adhesion and data driven, fully variable messaging. These are:

- Outbound Solutions - from document composition to critical mail, Adare produces and mails over 700 million critical customer communications every year.
- Inbound Solutions - Adare's secure scanning and indexing of inbound documents creates digital images that can be stored in and retrieved from a secure document repository.
- Electronic Solutions - from multi-channel delivery, to secure e-Presentation, Adare enables documents to be delivered via the customers preferred channel.
- Secure Solutions - Adare specialises in the provision of products and solutions that protect documents, assets and identities from fraud and replication.

Adare's extensive client base is able to use any one or all of the separate elements of the four core solutions, depending on their requirements. Adare is trusted by both central and local government organisations, leading financial and marketing brands and FTSE 100 companies to manage their secure inbound and outbound business critical communications on their behalf.

For further information please visit: [www.adaresec.com](http://www.adaresec.com)

# BancTec

Solutions & Services

BancTec develops and delivers enterprise class content capture, multi-channel workflow and document management solutions. The company uses these solutions in its own digital mailroom service centres to deliver comprehensive input processing services for businesses and organisations that receive large volumes of customer transactional mail.

Organisations that use our services benefit from being able to access a shared environment that delivers to a variable, volume related charging structure. Every customer has its own team and own individual service delivery environment.

There are five service centres in the UK. These centres process incoming postal items, cheques, electronic payments, emails, faxes, webforms and other remote inputs. We provide a range of specialist processes to effectively handle exception tasks and back office support functions as well as the more straightforward work. On a busy day, our centres will handle in excess of 100,000 incoming postal items.

For further information please visit: [www.banctec.co.uk](http://www.banctec.co.uk)



BOWE SYSTEC Ltd. delivers leading edge paper management systems and excellent customer service which exceed customers' expectations and thereby contributes to their success.

BOWE SYSTEC Ltd. belongs to the German BÖWE SYSTEC GmbH. BÖWE SYSTEC GmbH is one of the world's leading suppliers of hardware and software solutions for the modern mailroom, including:

- x High-performance inserting systems and card mailing solutions
- x Mid-range inserting and card mailing solutions
- x Specialist software solutions for all levels of mailroom management
- x postal sorting solutions
- x Pre- and post
- x Vision integrity solutions for print and mail environments

For further information please visit: [www.bowe-systec.co.uk](http://www.bowe-systec.co.uk)



As a world-leading innovator since 1937, Canon leverage an unrivalled portfolio of high-quality imaging technology and services for the management of documents – at every stage of their lifecycle. Each day, 11,000 highly skilled and friendly Canon professionals work alongside businesses in more than 116 countries in EMEA, combining keen advice on specific business challenges, industries and processes, with an understanding of local market dynamics.

We can see digital capture, processing and communication strategies changing rapidly over the next few years. Understanding how your organisation is planning to take the next step towards hybrid digital processing and multi-channel communication is going to be essential to achieving operational excellence in many areas of your business.

Canon can help organisation in three key areas in relation to this framework:

- ✗ How to effectively process and manage in-bound and out-bound communications
- ✗ Automating workflows to deliver information to the right people at the right time over multiple channels
- ✗ Assist in the security of data to comply with Government regulations For

further information please visit: [www.canon.co.uk](http://www.canon.co.uk)



# CAPITA

At Capita we manage multichannel customer communications for some of the UK's most prolific public and private sector organisations. From council tax and utility bills to gas safety certificates, medical correspondence to rebrands. Across print, text, email, augmented reality and web. Applying state-of-the-art technology, innovative software and a wealth of expertise we offer an unrivalled suite of services which help transform our clients' communications.

From our bespoke £17 million, 90,990 square feet white paper print facility in Mansfield, we can manage all of your outsource print, design, personalisation and postal needs. With secure and traceable data every step of the way, using our barcode and web inspection camera system, which provides full audit tracking and reporting to give you piece of mind.

For further information please visit: [www.capita.co.uk](http://www.capita.co.uk)



CFH Docmail Ltd.'s mission is to produce and deliver documents in the most cost-effective, efficient and environmentally friendly way. We believe our main strength is being able to offer an innovative, sustainable, flexible and secure print and mail solution to organisations throughout the UK. CFH Docmail Ltd has three sites in the UK at Radstock, Livingston and Print.UK.COM which is based in Slough.

With our lithographic and digital print capability, in house mail sortation, and downstream access and own postal delivery service, CFH provides a complete supply chain service, from plain paper in to the business to final delivery to the final user of the documents produced. With our unique Dotpost system, we can also offer an e-delivery solution as part of each mailing option. This 'supply chain under one roof' allows CFH to achieve the maximum saving for its clients across all aspects of the service. CFH currently provides document services to government organisations including local authorities, NHS trusts, and GP surgeries and also to thousands of businesses in the public and private sector throughout the UK. Specialty areas for local authorities include revenue and benefits output and all electoral documents.

For further information please visit: [www.cfh.com](http://www.cfh.com)



# CIVICA

Civica is a market-leading specialist in software, technology and outsourcing services that help teams and organisations around the world to transform the way they work.

We deliver essential software applications and technology solutions together with business process services to improve the provision of high quality services for our customers.

Above all in the markets we serve, people matter. Combining exceptional customer focus, experience and commitment, it is the people of Civica and our culture that sets us apart.

Our people combine in-depth knowledge of our customers' business with expertise in service delivery and technology. With a clear vision to help organisations to do more, do better and spend less, we build on that knowledge to facilitate, improve and ultimately transform a wide range of business processes. It's what makes us the leading provider of our kind.

Every day our products and services help a million professionals across local Government, education, health, social housing, community- protection and regulated services to deliver responsive services, reduced costs and better outcomes.

For further information please visit: [www.civica.co.uk](http://www.civica.co.uk)



Cleardata is a leading document management company, accredited for Information Security and Quality Management Systems. The company can help to transform the way data comes in and out of any public sector organisation.

Services include: - digital mail room, document scanning, automated data capture, archive storage, invoice processing and cloud document management solutions. Based in the North East, Cleardata has 65 staff, and owns two modern facilities, with 27,000 sq. foot capacity. Premises are protected by the latest security, fire and water detection systems.

We have a dedicated team, providing the public sector with ideas, services and solutions to help make some real efficiencies. Reducing overheads, automating manual processes, saving time, protecting information and assisting organisations in making the seamless transition to the paperless office, is part of our daily routine.

Our digital mail room service can help your organisation go paperless and reach a high level of processing automation. Incoming paperwork can be diverted to our secure bureau where documents can be opened, sorted and scanned. This can be utilised for any type of document e.g. school admissions, social services, housing, benefits, travel surveys or even planning applications.

For further information please visit: [www.cleardata.co.uk](http://www.cleardata.co.uk)



## Computershare

Computershare is a \$1.6B global market leader in transfer agency and share registration, employee equity plans and communications. We are a trusted partner of the UK Government and provide services including;

- × GILTS - Since 2004, Her Majesty's Treasury has entrusted us to maintain over £1.5 trillion of Gilt Edged Securities, a contract that has recently been re-signed for a further 10 year term.
- × Deposit Protection Service – Since 2007, Computershare have managed the 'The Deposit Protection Service' on behalf of the UK Government. We have provided the scheme to over 440,000 Landlords, 40,000 Agents and over 4 million Tenants. The scheme has protected over 3.6 million deposits worth £2.9bn.
- × Childcare Vouchers - Computershare is the largest provider of Childcare Vouchers in the UK and is the leading supplier to the public sector, operating childcare voucher schemes for police forces, local authorities, numerous NHS trusts, government departments and charities.

Computershare has a communications division (CCS) which is a leading global provider of one-to-one communications. CCS specialises in integrating print & mail with e-delivery and other online channels. CCS sends over 500m communications to over 100 million stakeholders on behalf of over 14,000 organisations using the best technology in the market. CCS cater to the full spectrum of communication needs including customer journey consulting, electronic communications, online services, inbound physical & electronic communications as well as transactional print & mail.

For further information please visit: [www.computersharevoucherservices.com](http://www.computersharevoucherservices.com)

Achieve deep and lasting savings by joining forces with Critiqom.

Today, organisations like yours in both the private and public sector are permanently reducing costs by transforming the way they create, manage and deliver day-definite critical communications.

A partnership with Critiqom puts an end-to-end suite of data, print, post and multichannel services at your fingertips. Our unbeatable blend of expertise and value for money, simultaneously drive down cost and risk while actively improving the outcomes your critical communications achieve.

For further information please visit: [critiqom.com/public-sector](http://critiqom.com/public-sector)



*DX Servicing the Public Sector for 40 years.*

DX has now grown and operates as a mail, parcel and freight carrier. Our diverse range of services means we can often meet most delivery needs.

DX are a proud supplier for the Crown Commercial Services (CCS) Postal Goods and Services Framework Agreement (RM1063):

- × Lot 1 - Collection and delivery including our secure mail network DX Document Exchange.
- × Lot 4 – International Mail Service

*Helping You Reach Your Savings Target*

At a time when every £ spent has to be accounted for, the framework offers you easy access to a range of services, at the best market rates – regardless of volume. Enabling you to not only hit your savings target but also cut out lengthy negotiations and approval processes.

Our team is on hand to find the best DX service.

For further information please visit: [www.dxdelivery.com](http://www.dxdelivery.com)



# EDM Group™

Consultancy | Technology | Outsourcing

EDM transforms its customers' business operations using a combination of outsourcing, technology and consultancy to improve customers' information management. EDM's core expertise is in the specialty of Information Management and in particular the improvement of business processes through the reduction in dependency on paper documents. EDM does this through:

- × Digitisation of documents: EDM operates some of the UK's largest and most sophisticated scanning bureaus, converting documents of all kinds, from inbound redirected post through to large archive stores. Customers are then able to work from digital images instead of physical documents;
- × Secure hosting of documents: EDM Online is EDM's online service providing instantaneous anywhere, anytime access to digital documents we store on customers' behalf;
- × Records and Live filing management: EDM has huge capacity for the secure storage and management of physical business documents and files, which we can deliver to customers as either physical documents or as digital images created using a "scan on demand" service;
- × Business process management: EDM Group brings together deep business expertise and workflow solution development skills to create integrated BPM solutions to deliver improved compliance, customer service and efficiency for customers;
- × Digital Printroom: this service intelligently closes the loop typically initiated by an inbound document or transaction, which may be a physical document, an email, a Fax or a web transaction, delivering an outbound document or digital document to the initiator, e.g. an acknowledgement letter in response to a letter of complaint;
- × Ancillary Services: We provide a full range of support services to enable us to act as a one- stop shop for all our customers' information management requirements, including logistics, secure document shredding, consultancy and project management etc.

For further information please visit: [www.edmgroup.com](http://www.edmgroup.com)



FDM is one of the UK's leading print and mail companies, providing comprehensive document solutions for public and private sector organisations. We are specialists in communication effectiveness and building customer performance whilst significantly reducing the costs of printing, mailing and postage.

We have provided tailored solutions for over 20 years and have a proven track record of delivery, driving process improvements and efficiency savings whilst ensuring continuity of service. With unrivalled expertise in Hybrid Mail & Data to Mail services our aim is for organisations to enjoy effortless document delivery every time.

For further information please visit: [www.fdmplc.com](http://www.fdmplc.com)



FP, established in 1923 are a franking and post room machine manufacturer, reseller and maintainer licensed in over 84 nations worldwide as well as being a digital communications specialist.

FP UK has 16 national sales offices including Public Sector specialists and a national team of service technicians with a UK help centre based in Dartford, Kent.

By working closely with the Public Sector we can ensure that you get the best quality product matched with the best service.

For further information please visit: [www.fppublicsector.co.uk](http://www.fppublicsector.co.uk)



Funasset is a UK software development company that has integrated & supported document/mail solutions for almost 30 years. Our customer base extends across the globe & includes partnerships with XEROX, FUJITSU, NHS, HSCNI, HSE, NATS, MOD, CIVICA & an abundance of local government authorities.

Our Hybrid Mail system enables organisations to compose, manage, print & finish mail in such a way that associated overheads are significantly reduced. The mailing process becomes effectively streamlined, environmentally friendly & documents are managed through to output in a controlled environment.

The advantages of using our software is demonstrated by the savings made by one of our NHS customers: Maidstone & Tunbridge Wells NHS Trust – who from April 2014 to March 2015 saved a staggering £224,044 (44%) compared to their previous mail production processes.

For further information please visit: [www.funasset.com](http://www.funasset.com)



Spring Global Delivery Solutions provide mail, parcel and return services to businesses worldwide.

Spring makes it easy for people and businesses to communicate and trade across international boundaries. We aim to be the most respected mail and parcel provider in the world through clever, creative and innovative distribution solutions.

Our Head Office is located in The Hague in the Netherlands, and in the UK we are located close to London Heathrow Airport. With more than 15 years of experience, Spring are the specialists in managing deliveries and returns across European and global networks. With 13 offices worldwide, we connect 3 continents and cover 190 countries. We are always nearby to offer our customers global access with local experience. Since October 2013 we are fully part of the PostNL Group, and continue to provide international mail services to CCS clients, DWP and HMRC.

*We listen. We Inspire. We Deliver*

For further information please visit: [www.spring-gds.com](http://www.spring-gds.com)



We are a rapidly evolving marketing support services group, which has grown organically to embrace an increasing range of your campaign and customer management needs.

To help you communicate effectively, we offer the latest technology, ideas and, most importantly, experience. Across our Group we offer the best in database marketing, end to end loyalty programme services, personalised direct mail, secure transactional mail and email marketing.

We can help you make the most of your customer data through insight and analysis, bespoke segmentation, digital printing and secure workflow solutions to enhance your customer engagement.

Through our work with different industry sectors, we understand the demands and requirements of many disciplines. Our committed and experienced client services team will guide you through the options and ensure the best solution for your requirements.

For further information please visit: [www.gi-solutionsgroup.com](http://www.gi-solutionsgroup.com)



Franking Sense is an independent print and mail managed service provider. We supply and service a wide range of mailroom and print equipment, including franking machines, folder inserters, postal x-ray machines, incoming mail scanners, letter openers, shredders, address printers, data capture scanners, MFPs, printers and copiers. Mailroom and print consultancy has been the foundation of our marketing activity for over 20 years: it enables us to offer both government and private businesses the benefit of our unique position in the print and mailroom arena as an independent supplier. Our vendor neutrality enables us to make un-biased recommendations that most closely match the customer application. This benefits our clients by enabling them to choose from our cross-manufacturer, best in class products and services to ensure the most efficient and cost-effective solutions every time.

Franking Sense was the first independent company in the UK to be approved by Royal Mail to supply and support franking machines in its own right, achieved under the strict approval criteria of Royal Mail. Our commitment to quality has been recognized by our ISO 9001 accreditation for our Quality

Management System, ISO 14001 for our Environmental Management System and ISO 27001 for our Information Security Management System. We have a dedicated UK-wide service and support team that is trained and certified to the highest standards and consistently raises the bar in customer satisfaction, ensuring you will always be able to get the personal attention you deserve.

For further information please visit: [www.nationwidefrankingsense.co.uk](http://www.nationwidefrankingsense.co.uk)



Neopost works extensively with central government and the wider public sector, in order to enable the effective delivery and receipt of communications. Under the auspices of RM1063, Neopost is able to deliver an expansive portfolio of products and services to support organisations with their communications requirements. Our solutions can be acquired through Lots 2, 3, 5 & 7 Neopost can assist you to deliver the right message at the right time, through the right channel both internal and external to your organisation.

From traditional paper based, postal communications to digital delivery in line with key initiatives such as Channel Shift and Digital by Default, Neopost supports existing processes as well as enabling organisational change in line with corporate strategy. As well as enabling delivery and receipt, Neopost solutions also provide a platform for cost reduction, shared services, self-serve propositions and compliance and information governance.

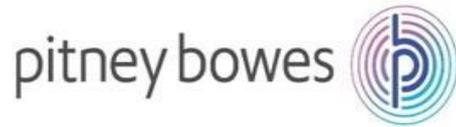
For further information please visit: [www.neopost.co.uk](http://www.neopost.co.uk)



Opus Trust Marketing is a leading supplier of business critical communications for 40 of the UK's premium brands, many of which operate in highly regulated markets. We deliver documents to our clients' customers across multiple channels; integrating print, electronic services and managed postal solutions.

We create tailored solutions to improve the effectiveness of transactional communications, such as invoices and payslips, for our clients. Through our market leading technology, operations and ethos, Opus Trust Marketing gives clients absolute integrity over their business critical communications to enhance their reputation and achieve significant commercial efficiencies.

For further information please visit: [www.otmltd.com](http://www.otmltd.com)



Pitney Bowes Inc. (NYSE: PBI) is a global technology company offering innovative products and solutions that enable commerce in the areas of customer information management, location intelligence, customer engagement, shipping and mailing, and global ecommerce. Our innovative solutions have a proven track record in generating operational efficiencies and significant cost savings with more than 1.5 million clients in approximately 100 countries around the world relying on our products, solutions and services.

Pitney Bowes Limited is headquartered in Hatfield, Hertfordshire and employs 1,250 staff in the UK and Republic of Ireland.

For further information please visit: [www.pitneybowes.com/uk](http://www.pitneybowes.com/uk)



Following deregulation of the postal service, ONEPOST was established in 2005 to ensure that postal mailers understood all the choices they had, and knew how to maximise their postal budget. Coming from a mailing house background, the business focused on direct marketing companies, publishers and charities, quickly generating a strong customer base which has grown to incorporate travel, retail, public sector and educational establishments. Currently the business has over 700 customers and handles over 360 million items of mail per annum.

ONEPOST have grown the range of products and services it offers over the last 10 years. Whilst always maintaining its core postal service for all sizes of mailings, ONEPOST also provide: Data Services, International Mail, and bespoke pick, pack and post services, Localised Sorting Centres and Production Services. ONEPOST also offers a bespoke solution for local based mailers of letters, packets and parcels. Our team's unrivalled experience of postal management issues ensures that our customers benefit from knowing that whatever the rules, whatever the changes are in the postal market, ONEPOST is helping to achieve the best possible value for them. ONEPOST currently holds the contracts for a number of public sector contracts in Northern Ireland, Wales and England and have achieved significant savings in each contracts postal spend.

For further information please visit: [www.onepost.co.uk](http://www.onepost.co.uk)



PostalSort has operated, primarily in Northern Ireland, since it was created to provide a DSA based business mail collection and consolidation service in 2007. It is part of the PostalGroup, which has been the market leader in Northern Ireland's mail production since Mail Matters (part of the group) was opened in 1990. Innovation has been the corner stone of our success. The creation of zonal pricing and our system of pre-paid envelopes are but two of the many 'good ideas' that we have successfully brought to the market place.

We have enjoyed significant growth in Northern Ireland, both in the private and public sectors. Our culture of customer driven development and the speed to market of new ideas has enabled us to shape the market rather than just lead it. With an average annual growth of 30% for the last 5 years, we are more than able to cope with any size of operation. Although we pride ourselves in the quality and accuracy of our day-to-day activity, our real pleasure comes from providing simple, workable solutions to customers' problems. We have a great team of people who are all local and accessible...and as we are locally owned, that means right to the top.

For further information please visit: [www.postalgroup.co.uk](http://www.postalgroup.co.uk)



Over the last 30 years PSL Print Management Limited has grown to become one of the leading print and postal management companies in the UK, achieving year on year growth. We have been able to achieve this by delivering measurable cost savings and transparency, coupled with excellent customer service.

Today, PSL Print Management Limited also provides a leading external hybrid mail service in the UK and has completed over 120 successful installations in the public sector including : - NHS Trusts, Clinical Commissioning Groups, Local Authorities and Housing Associations.

It enables the Contracting Authorities to securely create, proof, print and post their mail to all UK addresses, or a specific region, quicker and more cost effectively than traditional mail creation and postal methods. A key feature of the solution is its ability to track full costs involved with printing, enveloping and despatching, whilst providing a transparent platform to drive cost savings and efficiencies, and reduce the impact on the environment.

To further drive down costs with mail production, we have developed our own innovative software and systems to transform your raw data into cost-effective, multi-channel documents. As well as turning your files into hybrid mail, we offer an online view-and-print service which is a simple, cost-effective way to print, view, archive and distribute your documents online via a secure web portal, email, text (SMS) and personalised URLs.

For further information please visit: [www.pslprint.com](http://www.pslprint.com)



# RICOH

imagine. change.

Ricoh helps organisations to increase the efficiency and effectiveness of their document infrastructure, information processes and workflows. Through our proven, award-winning hardware, integrated service lines and adaptive service delivery, we provide a one-stop source of business solutions. We can drive improvement across the full scope of your operations, helping reduce costs, increase flexibility and enhance productivity.

To accompany our industry-leading print and communication products and solutions, we have developed eight service lines that provide targeted support for your document infrastructure, processes and beyond. Our services harness and complement our products and solutions to address an extensive range of business and communication needs, from efficient, impactful production printing, Hybrid Mail and high-performing IT infrastructure to support and technology to help you utilise your workspace more efficiently.

For further information please visit: [www.ricoh.co.uk](http://www.ricoh.co.uk)



Royal Mail is the UK's pre-eminent delivery company, connecting people, customers and businesses. 500 years, Royal Mail has been trusted to safely and securely transfer information from one party to another. Today, consumers and businesses continue to rely on Royal Mail and our 123,000 postmen and women to protect and deliver their letters and parcels. As the UK's sole designated Universal Service Provider, we are proud to deliver to the 29.3 million addresses across the UK, six-days-a-week.

Royal Mail is also a proud supporter of British business. Public services and companies across all sectors rely on us. We are also the UK's leading parcels company and the most trusted national delivery company for online shoppers. Royal Mail offers the same trusted, convenient and cost-effective delivery services worldwide.

The Royal Mail Group includes Parcelforce Worldwide, a separate UK and international network which collects and delivers express parcels. Royal Mail also owns General Logistics Systems (GLS) which operates one of the largest ground-based, deferred parcel delivery networks in Europe.

For further information please visit: [www.royalmail.com](http://www.royalmail.com)



Sefas is a leading provider of software for creating, producing and managing citizen communications. Sefas robust citizen communications software returns rapid returns on investment by reducing cost and enhancing complicated citizen communication processes.

Sefas software allows you to optimise your communications easily, giving you greater flexibility to create and manage your communication templates for multichannel delivery. From large scale communications such as council tax statements and benefits notifications, through to the ad hoc letters/emails/text messages that your team sends to citizens on a daily basis - one holistic tool for your communication needs.

For further information please visit: [www.sefas.co.uk](http://www.sefas.co.uk)



SLM have been developing innovative software solutions for the local government and NHS marketplace for over 20 years and we are proud to be a provider of the world class Publisure range of Hybrid Mail software and services under the CCS framework.

As a UK based specialist software developer and systems integrator, SLM has built an enviable reputation for innovation and customer support. Our outbound correspondence and e-Delivery solutions are in daily use within many local government, NHS and commercial organisations throughout the UK. Our solutions are also provided through our accredited software partners, including as Canon UK, Neopost and ATOS.

Publisure hybrid mail is a well proven solution in daily use and is guaranteed to reduce costs and improve efficiency. It works equally as well with ad hoc documents submitted from the desktop as it does with documents submitted from server based applications, such as Council tax, patient admin systems, payroll and accounts etc. Collectively, Publisure modules provide an integrated multi-

channel communication platform incorporating Print, Post, Secure email, SMS and Publish to web portal technologies. Publisure is not just a print on paper platform.

Publisure can be procured either as a software only solution for in-house production using your own print and production facilities, or as an outsourced Hybrid mail production version.

For further information: [www.publisure.com](http://www.publisure.com)



**SPS**

a Swiss Post company

Swiss Post Solutions (SPS) connects the physical and digital worlds. We are a leading provider of solutions for the outsourcing of strategic business processes and offer comprehensive services in document management.

Whilst priding ourselves as a global leader of outsourced mailroom solutions, SPS has evolved to provide a comprehensive set of additional mail and postal services to help transform clients' business processes including Digital Mailroom, Document Process Outsourcing, Off-site Secure Mail Screening, Postal Rate Optimisation, Downstream Access (DSA) and Supplier Management.

Today, SPS has implemented over 1,500 document management solutions across the globe, including the provision of services to over 450 traditional mailrooms. Part of the Swiss Post group, SPS is headquartered in Zurich (Switzerland) with an active presence in all important international economic regions. In the UK, Channel Islands and Ireland, SPS employs over 2,000 staff operating in client mailrooms, Document Processing Centres and offsite secure mail sorting facilities, on behalf of over 250 clients.

For further information please visit: [www.swisspostsolutions.com/unitedkingdom](http://www.swisspostsolutions.com/unitedkingdom)



Synertec have been specialists in the field of document production and distribution since 1999. With over 400 customers using Prism & 'Pay as you Mail' (PAYM) we offer an extremely experienced approach to document management. During this time, Synertec have been at the forefront of developing solutions to provide secure, efficient services that enable our customers to streamline the processes involved in the production, archiving, retrieval and distribution of their sensitive and / or business-critical correspondence.

Our mantra is to drive down cost, improve the quality of the correspondence and increase efficiencies, whilst ensuring 100% integrity of data, control of production, and strong audit tracking throughout the process. Through years of development and customer consultation, we have developed what we believe to be "best-in class" solutions, tailored to each individual customer's requirements. Through understanding our customer's specific requirements, our solutions are designed to drive cost savings through not only our economies of scale, buying power, and production know-how, but also through process redesign where appropriate.

Our expertise is derived not just through print production and mailing, but also in secure data handling and document management capabilities, providing us with the ability to transform our customers' documents without the need for large scale customer IT resource and without the need for changes to host systems, data or internal business process.

For further information: [www.synertec.co.uk](http://www.synertec.co.uk)



TSO is part of Williams Lea, experts in communications supply chain solutions and one of the major handlers of transactional communications in both print and digital form in the UK. We have four inbound and outbound production centres, processing more than 80m inbound items and producing approximately one billion images and 800 million mail items per year. We can provide an integrated customer communication management solution.

We optimise processes, using state-of-the-art inbound correspondence management to improve your response times and overall communication efficiency, whilst maintaining integrity and security. We have implemented operational quality standards and process at all our scanning sites. Our systems architecture provides flexibility and agility in the business processes, allowing documents to be captured at one site and indexed elsewhere if required with resilient and secure links.

For further information: [www.tso.co.uk](http://www.tso.co.uk)



**The  
Mailing  
Room**

In 1998 we set up an Executive Agency to focus on the needs of the Public Sector. We recognise the requirement of the sector to obtain ‘best value’ and to build long term mutually beneficial relationships with its supplier. Since its inception The Mailing Room Executive Agency has built relationships with over 3000 publicly funded bodies.

From 2014, Executive Agency rebranded to The Mailing Room with the focus to continue to provide specialist support and advice.

At the Mailing Room, our account managers have over 75 years combined experience of working with the Public sector, assisting in optimising the management of letter and parcel flows. By reviewing your business mail process with The Mailing Room we can help you improve efficiency, rationalise processes and equipment whilst reducing costs.

For further information please visit: [www.themailingroom.com](http://www.themailingroom.com)



UK Mail Group Plc (UK Mail) is the holding company of UK Mail Limited. UK Mail provides express collection and delivery services for parcels and mail services. We are an independent parcel, mail and logistics services company, operating primarily within the United Kingdom and provide an alternative to Royal Mail for all business mail requirements. UK Mail operates in: Mail, Parcels & Courier, and provides postal services throughout the United Kingdom. Our Parcel's business offers a next day business to-business, business-to-consumer, domestic and international collection and delivery services. UK Mail Courier offer a range of fulfilment services, including ad hoc, contract and international courier, logistics and technical courier solutions.

Our customer base ranges from the largest banks, supermarkets, telecommunication businesses, utilities, Retail and Government, through to mid-range and small independent companies and sole traders and Public Sector, thus covers all primary sectors within the UK. Key to our business model is the development of new products and services expanding the markets available to us and increasing our share of those markets we are already in, whilst delivering the same high level, efficient service to our customers.

Our offering will cover all types of mail of which we cater for the following:

- x Unsorted mail
- x Pre-Sorted Bulk mail
- x Packets
- x International services

For further information please visit: [www.ukmail.com](http://www.ukmail.com)



Whistl, is the second largest UK postal company and has a number of business divisions covering Mail, Packets and Parcels and Doordrop Media. Each division has its own portfolio of products and services. Mail is the core area that the overall business has been built on and has seen year on year growth for 10 years in succession. Hybrid mail is included in the range of mail services. Whistl operates in the UK domestic market.

Headquartered in Marlow it has 7 depots across the UK. Whistl prides itself on its sustained quality of service, Account Management and customer service.

For further information: [www.whistl.co.uk](http://www.whistl.co.uk)



Technology has improved the way we do business, but are we working smarter or just harder? At Xerox we aim to help clients to improve their flow of work to enable greater performance, agility and transformation. Our business operations solutions use innovative technologies that help processes flow reliably and efficiently so you can focus on your strategic agenda.

As a supplier on several Crown Commercial Services framework agreements we have worked with many public sector bodies in helping them to unlock opportunities to improve business process and reduce costs. By leveraging our expansive portfolio of services and products we'll help you to see where the waste is and how to eliminate it from your business.

To find out more on how Xerox can help you please speak to your local Xerox Account Manager or for further information please visit: [www.xerox.com](http://www.xerox.com)

# 5

## Frequently Asked Questions

### Why was the Framework Agreement set up?

Our original framework agreement was established in November 2012 to provide public sector organisations with a consistent, EU compliant route to the market for the provision of postal goods and services.

A second agreement was set up when the original agreement expired in 2014 to ensure that we were supporting our customers to take advantages of new technological advances offered by the market to meet their needs and offer a greater level of transparency of costs to drive through savings initiatives and efficiencies.

### Who can use the RM1063 Postal Goods and Services Framework Agreement?

The framework agreement is available for use by all Public Sector organisations including: Central Government Departments and their Arm's Length Bodies (ALB's), NHS Trusts, Local Authorities, Emergency Services, Schools and Universities, Devolved Administrations Charities and Third Sector Organisations the aforementioned is not an exhaustive list.

### What guidance is available for utilising the framework agreement?

The Category Team has developed a customer toolkit, specifically dedicated to this framework Agreement. The toolkit contains guides, best practice documentation, detailed specifications and access documentation.

The full suite of documents can be accessed on our websites, by visiting:

CCS: <http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1063>

YPO: [www.ypo.co.uk/contract/detail/900176#framework\\_details](http://www.ypo.co.uk/contract/detail/900176#framework_details)

ESPO: [www.espo.org/Frameworks/Professional-services/RM1063-Postal-Goods-And-Services](http://www.espo.org/Frameworks/Professional-services/RM1063-Postal-Goods-And-Services)

To request access to the Call-Off Terms and Conditions and pricing schedules you will need to complete an Access Agreement, which can be found in the 'documents' section on the CCS website:

<http://ccs-agreements.cabinetoffice.gov.uk/contracts/rm1063>

Please email your completed Access Agreement to the following email address, ensuring that the title of your email is 'Request for Pricing/Call Off Terms, RM1063, Lot XX' to: [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk)

Or

[postal.services@ypo.co.uk](mailto:postal.services@ypo.co.uk)

Or

[resources@espo.org](mailto:resources@espo.org)

Please note, the prices offered under this agreement are indicative or maximum prices (ceiling prices) payable. Suppliers will offer your organisation prices equal to or less than these prices at the time of further competition, once they have a full understanding of your exact requirement and volumes where appropriate.

#### What Benefits are there to using the framework agreement?

There are significant benefits to using the framework agreement, including:

- ✓ True collaborative procurement process conducted by CCS, YPO and ESPO providing service offerings which truly leverage economies of scale
- ✓ Requirement fully scoped with a wide range of stakeholders across the public sector
- ✓ Full market engagement and testing across the supply market
- ✓ A one-stop-shop for all postal goods and services; developed by the public sector, for the public sector
- ✓ Toolkits to assist you with further competitions
- ✓ Easy to follow user guidance on how to access this agreement and the services / goods available
- ✓ Sound contractual safeguards are in place as a result of pre-determined terms and conditions
- ✓ Competitive rates and discounts are available
- ✓ Choice of reputable / proficient suppliers
- ✓ Pre-determined service levels and service credits.

**We are a large Public Sector organisation and a large mail user. Am I able to achieve better value for money by securing my own deal?**

Suppliers have verified that the rates for this Framework Agreement are the best deal for the Public Sector and we would therefore encourage any customer who has a requirement for Postal Goods and Services to utilise the Postal Goods and Services Framework Agreement RM1063.

RM1063 Postal Goods and Services Framework Agreement offers compliance with EU regulations,

therefore eliminating the time and costs associated with local procurement.

In order to ensure the agreement incorporated all the latest innovations and was fit for purpose, the Category Team spent 18 months speaking to stakeholders and the market. We listened to your needs and incorporated these into the agreement.

#### [We are a small NHS Medical practice can I use the agreement?](#)

Yes, you can. The framework agreement is open to any public sector organisation to use. The Framework agreement was developed by the public sector, for the public sector.

#### [I only want to purchase/lease a Franking machine can I do this?](#)

Yes, the framework is designed to enable you to purchase or lease one or multiple franking machines.

#### [How do I receive the framework prices and what are the prices for each Lot?](#)

Once you have completed an access agreement and returned to the Category Team you will receive the framework prices for the Lot/s you have requested. The prices available for each lot are indicative prices or maximum prices payable. Within each Framework Agreement there is the flexibility for an individual customer to agree a price to reflect its own operational mail volumes and circumstances, using the “further competition” approach. This framework is also enabled for you to “direct award”.

If you have any queries regarding the Postal Goods and Services Framework, your requirements or Postal Services Category in general, then please do not hesitate to get in touch and one of our market experts will assist:

E: [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk)

W: [www.gov.uk/ccs](http://www.gov.uk/ccs)

E: [postal.services@ypo.co.uk](mailto:postal.services@ypo.co.uk)

W: [www.ypo.co.uk](http://www.ypo.co.uk)

E: [resources@espo.org](mailto:resources@espo.org)

W: [www.espo.org](http://www.espo.org)

To find out how we can help your organisation to maximise procurement efficiency and value for money, please call our help desk:

T: 0345 410 2222 CCS

T: 01924 834895 YPO

T: 0116 265 7878 ESPO

or please visit our website:

# 6

## Glossary of Terms

Application programming interface (API)	Means how software components should interact with each other. API is a set of routines, protocols, and tools for building software applications.
‘Co-Mingling’	Means where data or information are mixed together to create one.
‘Down Stream Access (DSA)’	Down Stream access (DSA) is mail that has been collected and distributed by a competitor, but is handed over to Royal Mail mail centres for final processing onto local delivery offices and final mile delivery.
‘European Union (EU)’	Means a country which is part of the European Union (EU). There are currently 28 member states that are primarily located in Europe.
‘Franking Machine’	Means a mechanical device used to create and apply physical evidence of postage to mail items. The mechanical device imprints an amount of postage, functioning as a postage stamp and a dated postmark all in one. The printed stamp serves as proof of payment and eliminates the need for adhesive stamps.
‘Government Buying Standards’	The Government Buying Standards (GBS) are easy-to-use product specifications that enable public authorities to develop tenders which procure sustainably.
‘Hybrid Mail Solution’	Means mail that is delivered using a combination of electronic and physical delivery. Usually it involves digital data being transformed into physical letter items at distributed print centres located as close as possible to the final delivery addresses.
‘ITIL Compliant’	Means Information Technology Infrastructure Library.
‘Mail Items’	Means a letter, large letter or packet.
‘Mailing Profile’	Means the agreed parameters of mailing items to be collected and conveyed under this Agreement, as agreed by the Authority and/or Contracting Bodies and the Supplier.
‘non-European Union (non-EU)’	Means a country still considered to be located in Europe but one which is not currently part of the 28 member states that make up the European Union (EU).

‘OEM’	Means Original Equipment Manufacturer.
‘On Site Digital Enablement Software Solutions’	Means software which is installed at the Contracting Body site which is compatible with their existing IT infrastructure and equipment that enables them to scan mail pieces and distribute electronically around the organisation.
‘On Site Inbound Mail Solutions’	Means solutions or services for dealing with mail addressed to the Contracting Body. Mail items are delivered to an agreed Contracting Body location for either physical delivery around the Contracting Body premises or scanned and distributed using a software solution.
‘Overseas Postal Authority’	Means the designated postal operator of a particular country, normally the public postal service provider.
‘Proof of Concept (POC)’	A proof of concept (POC) or a proof of principle is a realization of a certain method or idea to demonstrate its feasibility, or a demonstration in principle, whose purpose is to verify that some concept or theory has the potential of being used.
‘Rest of the World (RoW)’	Means all other International Countries that are not located in Europe and are not part of the European Union.
RoH Regulations	Means the Restriction of Hazardous Substances Directive 2002/95/ EC, RoHS, short for Directive on the restriction of the use of certain hazardous substances in electrical and electronic equipment
‘Secure Mail’	Means an item of mail that requires proof of delivery, a signature on delivery or has a value attached which requires it to be covered by a level of compensation for loss/damage.
‘Service Desk’	Means a facility used by the Supplier to manage all Contracting Body contact through a variety of media such as telephone, fax, letter, e-mail and online live chat. One of the primary functions of the service desk is to answer technical questions from Contracting Bodies and assist them using their equipment, service or software.
‘Service Wraps’	Means a set of non-core services which are bundled with a core service to form a complete package of services that are sold.
‘Sorted Mail’	Means mail which has undergone a level of sortation. This could be sortation which separates the class of mail or alternatively the size of the item. Sortation could also include to postcode.
‘Unaddressed Mail Items’	Means an item of mail which does not bear an address. Unaddressed items of mail are delivered to all premises and/or households within an agreed radius or area.
‘Unsorted Mail’	Means mail that has not undergone any form of sortation.

'Up Time'	<p>Up Time is defined as the % of time that all primary functions are running simultaneously out of the supported hours per quarter.</p> <p>As a minimum, the Authority requires 97% Up Time. For example, with 62 days in a quarter at 8.5 hours per day, all primary functions are required to be available for over 511 hours out of 527 hours covered.</p>
'User Guide'	<p>A user guide or user's guide, also commonly known as a manual, is a technical communication document intended to give assistance to people using a particular system, product or service.</p>
WEEE	<p>Means the Waste Electrical and Electronic Equipment Regulations 2006 (SI 2006 No. 3289).</p>

# Contact information

 Email: [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk)

 Call: 0345 410 2222

You can also learn more about what we offer online:

 Visit: [www.gov.uk/ccs](http://www.gov.uk/ccs)

 [@gov\\_procurement](https://twitter.com/gov_procurement)

 [Crown Commercial Service](#)

**Liverpool** 9th Floor Capital Building Old Hall Street Liverpool L3 9PP

**London** 5th Floor, 151 Buckingham Palace Road, London, SW1W 9SH

**Newport** Concept House Cardiff Road Newport NP10 8QQ

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