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# Postal Goods and Service Framework Agreement (RM1063)

## Statement of Requirements





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**SUMMARY**

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## A. INTRODUCTION

A.1 Throughout this Specification of Requirement the following expressions shall have the following meanings:

<b>Application programming interface (API)</b>	means how software components should interact with each other. API is a set of routines, protocols, and tools for building software applications.
<b>‘Co-Mingling’</b>	means where data or information are mixed together to create one.
<b>‘Down Stream Access (DSA) (DSA)’</b>	means a mail item 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.
<b>‘ESPO’</b>	means Eastern Shires Purchasing Organisation
<b>‘European Union (EU)’</b>	means a country which is part of the European Union (EU).
<b>‘Franking Machine’</b>	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
<b>‘Government Buying Standards’</b>	means product specifications enabling public authorities to develop tenders which procure sustainably.
<b>‘Hybrid Mail Solution’</b>	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.
<b>‘ITIL Compliant’</b>	means Information Technology Infrastructure Library.
<b>‘Mail Items’</b>	means a letter, large letter or a packet.
<b>‘Mailing Profile’</b>	means the agreed parameters of mailing items to be collected and conveyed under this Framework Agreement, as agreed by the Authority and/or Contracting Bodies and the Supplier
<b>‘non-European Union (non-EU)’</b>	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)
<b>‘OEM’</b>	means Original Equipment Manufacturer
<b>‘On Site Digital Enablement Software Solutions’</b>	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.
<b>‘On Site Inbound Mail Solutions’</b>	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.
<b>‘Overseas Postal Authority’</b>	means the designated postal operator of a particular country, normally the public postal service provider.
<b>‘Proof of Concept (POC)’</b>	means 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.
<b>‘Rest of the World (RoW)’</b>	means all other Countries that are not located in Europe and are not part of the European Union.

<b>‘RoHS Regulations’</b>	means the Restriction on Hazardous Substances Directive 2011/65/EU, as implemented by the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 (SI 2012 no 3032)
<b>‘Secure Mail’</b>	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.
<b>‘Service Desk’</b>	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.
<b>‘Service Wraps’</b>	means a set of non-core services which are bundled with a core service to form a complete package of services that are sold
<b>‘Sorted Mail’</b>	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.
<b>‘Unaddressed Mail Items’</b>	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.
<b>‘Unsorted Mail’</b>	means mail that has not undergone any form of sortation.
<b>‘Up Time’</b>	means a % of time that all primary functions are running simultaneously out of the supported hours per quarter. 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.
<b>‘User Guide’</b>	means a technical communication document intended to give assistance to people using a particular system, good or service.
<b>‘WEEE Regulations’</b>	means the Waste Electrical and Electronic Equipment Regulations 2013 (SI 2013 no 3113)
<b>‘YPO’</b>	means Yorkshire Purchasing Organisation

- A.2 The convergence in the technologies of the mail market, aided by digital technology, provides new opportunities for process improvements and cost efficiencies in relation to postal goods and/or services. The Authority requires technically competent Suppliers to deliver the new Postal Goods and Services Framework Agreement to enable Contracting Bodies to have access to requirements for digital solutions, web-based solutions, electronic solutions as well as physical mail.
- A.3 There is still a requirement for physical mail solutions, however, the Authority sees the balance shifting from the delivery and production of physical mail items to the digital management of correspondence, which will be the balanced deployment of software, connectivity solutions and other e-solutions with a further capability, in some areas, of offering enhanced services
- A.4 The new Postal Goods and Services Framework Agreement will be enabled for use by all public sector Contracting Bodies in England, Northern Ireland, Wales, Scotland and the Highlands and Islands.



- A.5 The Supplier shall deliver best value goods and/or services and continuous improvement in cost savings and efficiency gains across the life of the new Framework Agreement.
- A.6 The use of approved third parties involved in the delivery of a Contracting Body's requirement is permitted. However, it is expected that the Supplier will manage, control and maintain all Contracting Body facing activities.
- A.7 The Supplier shall integrate sustainability and environmental considerations into the delivery of the goods and/or services in accordance with UK Government policy.
- A.8 In putting this Framework Agreement in place, the Authority is seeking to drive standardisation.
- A.9 The Authority also wishes to enable new technologies in the market and support the drive to 'Digital by Default' which will significantly reduce the volume of paper received by Contracting Body organisations, although it is recognised that for many Contracting Bodies paper will never entirely disappear.

## **B. BACKGROUND**

- B.1 The new Framework Agreement will replace the existing Authority's framework agreement (Reference RM782) which commenced on the 9th August 2010 and is due to expire on 8th August 2014.
- B.2 The new Framework Agreement will be awarded for a period of 3 years with the option to extend for a further 12 months, subject to the satisfactory performance of the framework Suppliers.
- B.3 In putting this Framework Agreement in place, the Authority has partnered with YPO and ESPO.
- B.4 As a result of this partnership working with YPO and ESPO, it has been agreed that the YPO/ESPO framework agreement for franking machines and mail room equipment will not be re-let and that YPO and ESPO will work with the Authority to actively promote the new Framework Agreement and on-board Contracting Bodies.
- B.5 The Authority will award a multi-Lot Postal Goods and Services Framework Agreement and it is anticipated that there will be multiple Suppliers capable of servicing each of the framework Lots, offering a wide ranging portfolio of goods and/or services across the required scope. Successful suppliers will also be expected to provide value and drive innovation and continuous improvement throughout the life of the Framework Agreement and any subsequent Call Off Agreements which may be awarded by the Contracting Bodies from time to time.

## **C. OBJECTIVES OF THE FRAMEWORK AGREEMENT**

- C.1 The overall need of the Authority in setting up this Framework Agreement is to ensure that Contracting Bodies can manage their postal output across each organisation in ways that:
  - C.1.1 increase the Contracting Body organisation's efficiency in all mail output areas
  - C.1.2 promote the use of 'best practice' in the mail output area.
  - C.1.3 reduce the Contracting Body organisation's costs and process cycle times.
  - C.1.4 drive maximum savings into mail output areas.
  - C.1.5 reduce the Contracting Body organisation's impact on the environment.
- C.2 The Supplier shall ensure full visibility of the supply chain as a minimum these should be:
  - C.2.1 use of Sub-contractors
  - C.2.2 attribution of cost
- C.3 The Supplier should be aware that the Authority will publish successful Suppliers' Tender responses, to potential and existing Contracting Bodies following award of the Framework Agreement.
- C.4 A key driver behind this Framework Agreement is the reduction of costs associated with the supply of goods, services and associated solutions. Developments in the postal services market means that there are now several options for organisations with all sizes of mail profile. The challenge for Suppliers is to ensure the competitiveness of their goods and /or services not only in comparison with other providers but with other technologies and services available.
- C.5 The Authority is keen to work with Suppliers who will deliver large savings to the public sector by offering the most cost effective solutions to Contracting Body mail requirements. It is seeking the lowest cost, most technically competent Supplier who can enable effective and balanced mail output management across Contracting Bodies.
- C.6 Critical to the success of the Framework Agreement are:



- C.6.1 Joint and partnered strategies that clearly deliver on cost saving targets
- C.6.2 Appropriate goods and /or services that achieve efficiencies
- C.6.3 Compliance with standards, security and confidentiality requirements
- C.6.4 Excellent Management Information that delivers an immediate and clear picture of progress.
- C.6.5 Outstanding Contracting Body service, determined by what the Contracting Body needs, not by what the Supplier has to sell
- C.6.6 Relationships that identify and focus on the priorities that delivers excellence in public service and value.
- C.6.7 Proactive strategies that analyse and report potential areas for increased efficiency and sustainability
- C.6.8 Strategies that facilitate business transformation in order to produce and reduce overall costs in the mail environment

## **D. SPECIFICATION/SERVICE LEVEL REQUIREMENTS**

- D.1 The goods and/or service requirements are detailed under the requirements section of this document. The Supplier shall comply with the Service Levels throughout the framework period and any subsequent Call Off Agreements.
- D.2 There are specific Management Information requirements that will be provided free of extra charges.
- D.3 From time to time the Supplier will be required to work with the Contracting Body to provide the goods and/or services for a trial/pilot period. Any assistance/consultancy provided by the Supplier to the Contracting Body in implementing such a period will be provided on a free of charge basis.

## **E. SCOPE**

- E.1 The scope of the entire Framework Agreement will be broken down into Lots as follows:
  - E.1.1 Lot 1: - Collection and Delivery
  - E.1.2 Lot 2: - Hybrid Mail Onsite Solutions
  - E.1.3 Lot 3: - Hybrid Mail Offsite Solutions
  - E.1.4 Lot 4: - International Mail Services
  - E.1.5 Lot 5: - Franking Machines and Mailroom Equipment (including Associated Services and Consumables)
  - E.1.6 Lot 6: On Site Inbound Mail Solution (Including On Site Digital Enablement Software Solutions)
  - E.1.7 Lot 7: Off Site Digital Inbound Mail Solution

## **F. ACCOUNT MANAGEMENT**

- F.1 The Supplier shall provide an appropriate level of account management to Contracting Bodies and the Authority, which shall include but not be limited to:
  - F.1.1 Sales and marketing;
  - F.1.2 Contract management and governance;
  - F.1.3 Implementation activity and planning;
  - F.1.4 Industry Best Practice;
  - F.1.5 Complaint and escalation procedures; and
  - F.1.6 Opportunities for continuous improvement and innovation



## **G. SUPPORT HOURS**

- G.1 At a minimum, support hours will cover 09.00 to 17.30 Monday to Friday, excluding bank holidays. The Supplier shall provide the following support to the Contracting Bodies:
  - G.1.1 log support calls with a help desk by email, by phone or customer service portal.
  - G.1.2 log calls through automated email service alerts direct from each network where this is specifically authorised and facilitated by the Contracting Body.
  - G.1.3 receive telephone support for all services.
  - G.1.4 receive remote support via the network where this is specifically authorised and facilitated by the Contracting Body.
- G.2 Extended Service Hours
  - G.2.1 There may be Contracting Body requirements for extended service hours, be that for weekends, bank holidays, 7x24, 5x24 or other additional hours. These requirements will be agreed between the Contracting Body and the Supplier at the time of further competition under the Framework Agreement and it is accepted that such a requirement may be met at an additional cost.

## **H. TRAINING**

- H.1 The Supplier will be required to offer training to Contracting Bodies to ensure that they are competent in the Supplier solutions. It will be agreed between the Supplier and Contracting Body what degree of training is required at the time of further competition under this Framework Agreement.
- H.2 Goods and services training is required on-site.
- H.3 Refresher training is required on-site for all new Contracting Body staff, where goods and services are new.
- H.4 From time to time broader training may be required on-site by the Contracting Body. It may be topic rather than goods and /or services based, e.g. managing mail output, driving standardisation etc.

## **I. INCIDENT REPORTING**

- I.1 As soon as the Supplier becomes aware, it shall immediately report any incident affecting the delivery of the Service(s) to the Contracting Body. The Supplier will undertake an immediate investigation and will provide feedback in writing on findings, including corrective actions required and trends observed, to the Contracting Body within 24 hours of the incident being reported by telephone/e-mail.
- I.2 Serious incidents can be categorised as but not limited to:



- I.2.1 Mail items that cannot be traced following despatch;
- I.2.2 Any tracked item that has been delivered incorrectly;
- I.2.3 Any items that are found in public places;
- I.2.4 Any failed collections from the Contracting Body site;
- I.2.5 Any items that have been stolen whilst in the Suppliers' possession;
- I.2.6 Any breach of security which may affect the security of data supplied by the Contracting Body to the Supplier;
- I.2.7 Failure to deliver the required Services

**This list is indicative only and the Contracting Body may provide for further categories of serious incidents at the call-off level.**

- I.3 The Supplier shall, in the event of a serious incident, provide from within Supplier's senior management, a single point of contact person within 1 hour of notification.
- I.4 It shall be the responsibility of the contact person to pursue the investigation and mitigation of the incident to the satisfaction of the Contracting Body and shall be required to provide progress updates to the Contracting Body on request.
- I.5 In addition to the above notification requirements, the Supplier shall have in place an effective and efficient incident handling procedure for dealing with security breaches in the provision of Service(s) to the Contracting Body and these should be agreed by the Contracting Body and Supplier in advance. As a minimum it must include but not be limited to:
  - I.5.1 Early identification of any loss of data;
  - I.5.2 Early notification to Contracting Body on any security breaches;
  - I.5.3 Set procedures in place to conduct thorough premises searches;
  - I.5.4 Ability to provide immediate feedback on investigations to Contracting Body contacts that may be requested at any time from the notification;
  - I.5.5 Internal escalation procedures in place to notify senior contract managers and security managers;
  - I.5.6 Ability within workforce planning to provide on-site management and assistance to ascertain the causes of the security breach and implement any immediate remedial actions in mitigation;
  - I.5.7 Final reporting writing procedures in agreement with the Contracting Body;
  - I.5.8 Full co-operation with any requests for written reports and information pertaining to security incidents that may be requested by the Information Commissioner

## **J. IDENTIFICATION OF REQUIREMENTS**

- J.1 It is critical that the Supplier can provide objective and professional advice to Contracting Bodies
- J.2 All advice provided to the Contracting Bodies shall be accurate and designed to drive value and efficiencies for the Contracting Bodies.



- J.2.1 Suppliers will be required to liaise with the Contracting Body's IT management teams to confirm the suitability of their network requirements and operational software being proposed, where required.
- J.2.2 Suppliers will confirm with the Contracting Body's IT management teams the implications and approach to asset tagging and asset identification where appropriate to the solution.
- J.2.3 Suppliers will confirm with the Contracting Body's IT management teams that sufficient server space is available to accommodate the proposed solution, where appropriate.
- J.2.4 All survey and connectivity reports are to be agreed and signed by both parties to the Call Off Agreement.
- J.2.5 Suppliers shall ensure full visibility of the supply chain as a minimum these should be:
  - J.2.5.1 Use of subcontractors
  - J.2.5.2 Attribution of cost

## **K. VALUE ADDED SERVICE**

- K.1 The Supplier shall work with the Contracting Bodies to implement a strategic approach to the management of mail costs within their own organisation.
- K.2 The Authority considers an approach that incorporates value added services as a viable vehicle for the delivery of significant cost savings to the Contracting Bodies.
- K.3 The Supplier shall work with each individual Contracting Body, where required, to develop a solution which takes advantage of the following principles:
  - K.3.1 Cost Savings – The Supplier shall deliver significant cost savings to the Contracting Bodies in the elimination of unnecessary or duplicated effort and by assisting in keeping all administration costs to a minimum, consistent with providing service excellence and assuring quality.
  - K.3.2 Savings – The Supplier shall deliver significant cashable savings. These savings can be delivered by removing unnecessary administrative tasks and/or the installation of an efficient solution.
  - K.3.3 Service Improvement – The Supplier shall deliver service improvement. By placing emphasis on process improvements, using ISO 9000 approved "best of breed" systems or equivalent, the Supplier must show a significant improvement in response times all the way through the production cycle by using tools such as on-line capabilities.
  - K.3.4 Quality Improvement – The Supplier shall deliver quality improvement. The Supplier shall have a dedicated quality department, with highly experienced senior managers that shall work closely with its Contracting Bodies/partners in order to ensure consistent high and guaranteed quality using continuous improvement methods.
  - K.3.5 Environmental and Sustainability benefits – The Supplier shall set out current and forth coming initiatives in this area especially in line with Government Buying Standards
- K.4 All of the above is expected to be delivered without any loss of control or security to the Contracting Bodies.
- K.5 The Supplier shall identify areas open to improvement, report and regularly update the Contracting Bodies on all areas.

## **L. ADVICE**

- L.1 Advice is required for each goods and /or services provided – that it is appropriate for the immediate requirement and fits within a sound strategic direction for the Contracting Body, in support of effective management of mail output.
- L.2 The Supplier is accountable to both the Contracting Body and the Authority for the quality of the Supplier's advice.
- L.3 Advice provided by the Supplier must, where appropriate, consider the Contracting Bodies existing mail processes and organisational infrastructure and consider how to deal with existing legacy goods and /or services and processes effectively.

## **M. ADMINISTRATION**

- M.1 The Authority requires the Supplier to ensure effective, efficient and flexible administration of all the goods and /or services that a Contracting Body agrees with the Supplier. The Framework Agreement terms and conditions will act as the master agreement for the instigation of individual Call Off Agreements for goods and /or services required by the Contracting Bodies.

### **M.2 Ordering Procedure**

- M.2.1 The ordering process will comply with Schedule 5 (Call Off Procedure) of the Framework Agreement;
- M.2.2 An official order raised and authorised under Framework Agreement RM1063 as a Call Off Agreement by the Contracting Body will be sufficient to order goods and /or services provided under the Framework Agreement.
- M.2.3 Orders will be accepted by post, fax, email, and portal or by any other agreed means including the use of e-procurement market places specific to each Contracting Body.
- M.2.4 No minimum order value will be levied against orders.



### **M.3 Customer Service**

- M.3.1 The Contracting Body and the Supplier shall ensure that one principal relationship manager, a Contracting Body employee, is identified by the Contracting Body within each regional/local Contracting Body. The Supplier shall ensure that this key Contracting Body contact is kept fully informed about the Supplier's performance, its proposed activity and outstanding issues at all times. Any changes to this or these individual(s) must be clearly communicated to the other party.
- M.3.2 The Supplier shall always inform the Contracting Body's principal relationship manager before making visits to site, especially when requirements may be under review with end users.
- M.3.3 Contracting Body's may raise issues, queries and requirements by phone, fax, email or letter or by any other agreed means.

### **N. COMMUNICATION / MARKETING**

- N.1 Suppliers must be aware that due to the geographical nature of this framework, documents produced by Suppliers as a result of the framework award e.g. catalogues etc. may be required to be produced in a number of formats so that they are accessible to all, i.e. bi-lingually or large print
- N.2 The emphasis of the Supplier's marketing effort must be on savings to be made through mail output management, together with operational efficiencies, rather than its own goods and /or services as an end in themselves.
- N.3 The Supplier upon request shall produce case studies of Contracting Bodies that have achieved savings through mail output management.
- N.4 The Supplier shall highlight sustainability and environmental advantages and issues wherever it promotes awareness of and improvement in either area.
- N.5 All marketing materials must be approved in writing by the Authority before use.

### **O. SUSTAINABILITY AND THE ENVIRONMENT: ENVIRONMENTAL ACCREDITATION**

- O.1 All Central and Civil Government Departments must meet the Greening Government Commitments <http://sd.defra.gov.uk/gov/green-government/commitments/> or their replacement / successor.
- O.2 This includes a commitment to ensure government buys more sustainable and efficient products and engages with its suppliers to understand and reduce the impacts of its supply chain.
- O.3 The Authority requires that the Supplier consider, and address proportionately, the relevance of sustainability to the Opportunity. This includes not only consideration of commercial needs, but minimisation of negative impacts and maximisation of positive impacts on society, the environment and the economy.

- O.4 The Authority and the Contracting Bodies expect the Supplier to provide assistance to support the Government's agenda in this area and be proactive in support. On award the Suppliers shall obtain and hold, for the duration of the Contract, ISO14001, EMAS or a nationally recognised equivalent for the scope of the Services awarded.
- O.5 All electric and electronic equipment (EEE) provided in association with the delivery of the Service, where within the scope of the RoHs Regulations and the WEEE Regulations, will comply with the relevant requirements of those Regulations; including, as appropriate, Producer Compliance Scheme registration.
- O.6 The Supplier must take steps to encourage the reuse of any WEEE generated in the delivery of the Service, as promoted by the WEEE Directive; including consideration of the application of PAS 141:2011 Reuse of used and waste electrical and electronic equipment (UEEE and WEEE).
- O.7 Services Impact
  - O.7.1 Services shall be provided and managed by the Supplier in ways that minimise their impact on the environment.
- O.8 The Public Services (Social Value) Act 2012 requires Contracting Bodies to have regard to economic, social and environmental wellbeing in connection with public services contracts and for connected purposes as well as allowing for national and local strategies around this area. The Supplier may be required at Call Off Stage, to identify, as an optional added value variant, Social Value initiatives it proposes as proportionate and relevant to the Call Off Agreement.

## **P. MANAGEMENT OF THE CONTRACT**

- P.1 Whilst the Authority recognises and accepts that the use of approved third parties may be involved in the delivery of a Contracting Body's requirement, it is expected that the framework Supplier shall manage, control and maintain all Contracting Body facing activity.
- P.2 The quality of Management Information provided by the Supplier is critical to the success of the Framework Agreement. Management Information must be systematic, responsive and thorough. Management Information must be timely, accurately and presented in the required format.
- P.3 Management Information with the Authority:
  - P.3.1 The Supplier shall appoint a contract manager for the Authority to ensure that all the requirements of the Framework Agreement are met or exceeded. The contract manager will be familiar with all aspects of the Framework Agreement and suitably experienced in the role. The Supplier will have a fall-back position as a result of annual leave or any other (un)planned absence.
  - P.3.2 Where service or performance by the Supplier falls below the required Service Levels then the contract manager shall ensure appropriate



extra resources are committed promptly at no extra cost to the Contracting Body.

P.3.3 The Supplier shall continuously monitor all requirements of the Framework Agreement and will present to the Authority a full analysis of its performance, sales, issues and proposed plans every calendar quarter.

P.4 Management Information:

P.4.1 The Authority draws attention to its requirements for prompt and accurate completion of the electronically generated monthly MI as explained at Schedule 9 of the Framework Agreement.

P.4.2 The Management Information requirements of the Authority and of Contracting Body's will develop through the lifetime of the Framework Agreement. The Supplier shall cooperatively meet those developing needs promptly and at no extra cost.

## **Q. SAVINGS AND MONITORING**

Q.1 The Supplier shall work with the Authority and the Contracting Bodies in order to develop realistic requirements relating to their ability to continually measure report on data/ Management Information.

Q.2 The Supplier shall work with the Authority to reduce cost and waste from the postal service solutions available to the Contracting Bodies.

Q.3 The Supplier shall work with the Authority to identify and promote savings, best value and efficiencies by reporting and promoting best practice.

Q.4 Monitoring

Q.4.1 This Framework Agreement makes provision for the monitoring of the performance of Suppliers for each Call Off Agreement awarded under the Framework Agreement.

Q.5 The Authority will monitor and manage:

Q.5.1 All Framework Agreement related issues.

Q.5.2 Hold formal and regular reviews with Contracting Bodies and Suppliers to ascertain the opinions of both parties on how the Call Off Agreement is operating.

Q.5.3 Poor performance by a Supplier(s) will initiate action by the Authority to resolve the problems. Persistent poor performance may lead to a Supplier's removal from this Framework Agreement.

Q.5.4 The updating of the Authority's on-line system(s)

Q.5.5 Collating information on the total contract performance against each Supplier

Q.5.6 Legacy Suppliers – The Authority will continue to monitor the performance of those Suppliers awarded contracts under



previous postal services framework agreements and will manage performance issues on behalf of Contracting Bodies.

## **R. ADDING NEW GOODS AND /OR SERVICES**

- R.1 Suppliers should note that within the new goods and/or services introduction procedure (see Appendix A), the Authority expects goods and /or services that the Supplier wishes to introduce to the Framework Agreement to have improved environmental performance relative to the good and/or services being replaced (directly or otherwise). The new goods and/or services should meet relevant Government Buying Standards, and relevant standards under Article 6 of the EED, valid at the time that any new good and/or service is introduced.

## **S. THIRD PARTY SUB-CONTRACTING**

- S.1 The Authority accepts that the utilisation of 3rd party partners is necessary in some cases in the delivery of a Contracting Body's requirement. The Supplier shall ensure that any 3rd party partner does not directly contact the Contracting Body. The Supplier shall be responsible for managing relationships with the Contracting Bodies in all cases.
- S.2 Should the Supplier wish to utilise 3rd party providers in the delivery of the goods and/or services offered as part of its solution under this Framework Agreement it shall comply with Clause 24 (Supply Chain Rights and Protection) of the Framework Agreement and Schedule 7 (Key Sub-Contractors).

## **T. STANDARDS AND SECURITY**

- T.1 There will be varying emphasis among the Contracting Bodies requirements in respect of standards and security. The Supplier shall ensure that all goods and /or services meet the specific requirements of each Contracting Body and that they are able to meet the specific requirements of each Contracting Body's technical infrastructure.
- T.2 The Supplier shall ensure that the security criterion required for any 'local' Contracting Body e.g. common criterion (ISO 27001 or equivalent) are met and/or exceeded in the delivery of its contract awarded via this framework.
- T.3 The Supplier shall ensure that any Supplier Personnel, engineers and/or technicians must be able to meet any security criteria as laid down by the Contracting Body e.g. Disclosure and Barring Service Checks (DBS); (formally Criminal Records Bureau (CRB)).
- T.4 Where required by the Contracting Body the Supplier shall ensure that all Supplier Personnel shall be vetted, instructed and trained by the Supplier to ensure that Contracting Body's security, safety and confidentiality requirements are met in full by the Supplier's Personnel at all times.



- T.5 As an indication, requirements in this area are likely to include, but not be limited to:
- T.5.1 Network login security
  - T.5.2 Print security
  - T.5.3 Fax security when network connected.
  - T.5.4 Scan to email and use of central directory services for email addresses.
  - T.5.5 Protection of data on the hard disk (encryption, over-write, end of life etc.)

## **U. SUPPLIER USER GUIDES**

- U.1 The Supplier shall to develop a User Guide for each Contracting Body Call Off Agreement.
- U.2 User Guides shall provide detailed instructions pertaining to the operation of the Goods and/or the Service(s) and may include, but shall not be limited to, to any or all of the following subject areas:
- U.2.1 Overview organisation and of the services
  - U.2.2 Contract manager details
  - U.2.3 Guidance on correct use of services available
  - U.2.4 Guidance on correct use of consumables
  - U.2.5 Helpdesk and or local depot contact numbers
  - U.2.6 Security
  - U.2.7 Customer obligations
  - U.2.8 Incident escalation procedures and procedures for complaints handling
  - U.2.9 Addressing standards and the Supplier's mail indicia;
  - U.2.10 Forecasting requirements
  - U.2.11 Down Stream Access (DSA) (DSA) requirements
  - U.2.12 Mail piece accreditation for mailsort discounts
  - U.2.13 Cost of change tools
  - U.2.14 Mail preparation, sortation and presentation
  - U.2.15 Mail verification and revenue protection
  - U.2.16 Return addresses and undeliverable mail
  - U.2.17 Value added services
  - U.2.18 Detailed customer obligations
  - U.2.19 Details of support provision provided by Supplier, including telephone numbers and email addresses
- U.3 Each User Guide shall include a glossary of terms.
- U.4 User Guides shall be provided on a free of charge basis and shall be produced electronically in an MS readable format.
- U.5 User Guides shall be reviewed and updated as appropriate to reflect changes in routine operational practice. Any changes must be agreed in advance and in writing with the Contracting Body, such agreement not to be unreasonably withheld.

**THE REQUIREMENT:**

**1. LOT 1 COLLECTION AND DELIVERY**

**1.1. OVERVIEW**

- 1.1.1. The Authority requires the provision of a mail collection and delivery service within the UK. The Supplier shall be able to collect mail items from and make deliveries to any postal address within the UK including Scotland, Highlands and Islands.
- 1.1.2. Mail Items, for the purpose of this Framework Agreement are deemed to be items that conform to the following dimensions:

	Max Weight	Max Length	Max Width	Max Thickness
Letter	100g	240mm	165mm	5mm
Large Letter	750g	353mm	250mm	25mm
Packet/Small Parcel	2kg	450mm	350mm	80mm

- 1.1.3. On occasions, Contracting Bodies may have a requirement to deliver Mail Items which are not deemed to be a conventional shape, such as rolled or cylinder shaped items, this will be specified by the Contracting Body within the Mailing Profile and agreed in the Call Off Agreement.
- 1.1.4. For the avoidance of doubt, any items over 2kg's will be deemed as a parcel and will be within the scope of the Authority's Courier Framework Agreement (RM1006).

**1.2. THE AUTHORITY'S REQUIREMENTS**

The Supplier shall provide a mail solution to fulfil the following Contracting Body mailing requirements, as a minimum these should be:

***Bulk Mail Items***

- 1.2.1. Planned, pre - sorted bulk mailings of 1000 items or more, per collection
- 1.2.2. Planned, un-sorted bulk mailings of 1000 items or more, per collection
- 1.2.3. Ad-hoc pre-sorted, bulk mailings of 1000 items or more, per collection
- 1.2.4. Ad-hoc unsorted, bulk mail items of 1000 items or more, per collection

***Standard Mailings***

- 1.2.5. Mailings may be pre-sorted, unsorted, planned or on an ad-hoc basis.
- 1.2.6. Mailings could be of typed address face or hand-written.
- 1.2.7. Mailings could be a mixture of envelope sizes i.e. DL, C5 and A4 etc.



### ***Sorted and Unsorted Mail Items***

- 1.2.8. Contracting Bodies may or may not be able to sort their outgoing mail into “delivery locations” prior to hand over of the Mail Items. Where the Contracting Body has undertaken this task the Mail Items shall be defined as Sorted Mail and where they have not been able to, the Mail Items will be defined as Unsorted Mail.

### **Unaddressed Mail Items (Door To Door)**

- 1.2.9. The Authority requires that the Supplier has the ability to collect and deliver Unaddressed Mail Items through individual letter boxes. The Unaddressed Mail Items may include but are not limited to community news letters, flyers or any other mail piece that a Contracting Body requires to be delivered to every address within a postcode area, as specified in advance within an agreed mail profile. Such items will not bear an address.
- 1.2.10. Unaddressed Mail Items may comprise of a variety of sizes from A4 to postcard size
- 1.2.11. Unaddressed Mail Items may be wrapped or packaged using a variety of materials, including but not limited to:
- 1.2.11.1. Poly-wrap
  - 1.2.11.2. Envelopes
  - 1.2.11.3. Shrink wrap

### **Secured Mail Items (Contracting Body Receipted Mail)**

- 1.2.12. The Authority requires a delivery service where the Supplier can evidence the delivery of such items. This 'premium' service may be used where a Contracting Body requires an item to be delivered at a specified time or within a specified time window or;
- 1.2.12.1. Where the Contracting Body requires the item to be tracked through the mailing network; or
  - 1.2.12.2. Where the Contracting Body requires confirmation or proof of delivery (POD)
- 1.2.13. The Contracting Body shall determine the type of proof of delivery that is required to fulfil a specific requirement. This may include, but is not limited to:
- 1.2.13.1. Delivery, no signature required.
  - 1.2.13.2. Delivery with signature required.
  - 1.2.13.3. Photograph of door to which the item was delivered.

### **Collection Times**

- 1.2.14. The Supplier shall work with the Contracting Body to offer a mutually acceptable collection time in relation to the collection of Mailing Items from Contracting Body premises.
- 1.2.15. Such collection times shall ensure that delivery timescales for Mailing Items, as specified in paragraph 1.2.19 can be achieved.
- 1.2.16. The collection of Mail Items from the Contracting Body premises shall be made on a free of charge basis.
- 1.2.17. The Authority accepts that on occasions, the Contracting Body may request an urgent, un-scheduled collection. The Authority acknowledges that such collections may attract a fee; however the



Authority expects the Supplier to make every effort to keep such a charge to an absolute minimum.

### ***Undelivered Mail Items***

- 1.2.18. The Supplier shall have a robust process for dealing with Mail Items which have not been delivered successfully (i.e. 'Gone Away Items' or incorrectly addressed items).

### ***Delivery Timescales***

- 1.2.19. The Supplier shall provide the Contracting Body with a range of delivery options, as a minimum these should be:
- 1.2.19.1. Premium Delivery – 1 (next day) -2 days
  - 1.2.19.2. Standard Delivery - 2-4 days
  - 1.2.19.3. Economy Delivery - 5-7 days

### ***Bespoke Requirements***

- 1.2.20. The Supplier shall offer a range of bespoke services to the Contracting Body, as a minimum these should be;
- 1.2.20.1. Spraying the appropriate mailing indicia on to items
  - 1.2.20.2. Spraying a return address on to mail items
  - 1.2.20.3. Spraying a Contracting Body barcode on to the mail item

### ***Mail Integrity***

- 1.2.21. The Supplier shall ensure the physical security of all Mail Items collected from each Contracting Body from time of collection to time of delivery to the customer address or, in the case of Down Stream Access (DSA), to the Royal Mail access point.

### ***Mail Inspection***

- 1.2.22. The Supplier shall have reasonable rights of access to open mailing bags and inspect Mailing Items (but not their contents) in order to verify compliance with the requirements of the service.
- 1.2.23. Envelopes shall remain unopened.

### ***Track and Trace Facility***

- 1.2.24. The Supplier shall provide the Contracting Body with an online and /or telephone facility to enable the tracking of mailings at individual bag/tray level, from time of collection from the Contracting Body to the point of delivery to the Supplier's delivery office/depot. Such facilities shall be provided to the Contracting Body on a free of charge basis.
- 1.2.25. The Supplier shall provide the Contracting Body with an online and /or telephone facility to enable the tracking of Secure Mail items at an individual mail piece level, from time of collection from the Contracting Body to the point of delivery to the addressee. A telephone helpdesk



should be made available by the Supplier to the Contracting Body, so that queries in relation to the delivery of Secure Mail items can be raised and escalated. Such facilities shall be provided to the Contracting Body on a free of charge basis.

### ***Provision of Consumables and Equipment***

- 1.2.26. The Supplier shall provide a Contracting Body with the use of the property and materials necessary for the Supplier to undertake the service obligations in the most efficient and cost effective manner. Such property and materials may include as a minimum:
  - 1.2.26.1. The necessary software (including installation, training and de-commissioning) to enable the Contracting Body to interface directly with suitable approved software e.g. Royal Mail Mailsort software or equivalent
  - 1.2.26.2. Label printer (including associated cables, power supply unit, installation and decommissioning)
  - 1.2.26.3. Printer consumables
  - 1.2.26.4. Labels
  - 1.2.26.5. Mail bags/trays
  - 1.2.26.6. Bag ties
  - 1.2.26.7. Manifest templates
  - 1.2.26.8. Mail cages

### ***Support, Training and Performance***

- 1.2.27. The Supplier shall provide a comprehensive support service
- 1.2.28. The Service must include as a minimum:
  - 1.2.28.1. Goods and Services training
  - 1.2.28.2. Mail presentation training
  - 1.2.28.3. User Guides

### ***Third Party Sub-Contracting – Down Stream Access (DSA)***

- 1.2.29. The Authority accepts that Down Stream Access (DSA) may be a solution offered by Suppliers under this Framework Agreement. Where this is the case, the Supplier should be in possession of an access agreement with Royal Mail and if required to, be prepared to provide the Authority with evidence of this agreement. The Supplier shall convey and deliver to the relevant Royal Mail access point all mailing items collected by Supplier from the Contracting Body.
- 1.2.30. The Authority acknowledges that where the Supplier is required to use Royal Mail for the final sortation and delivery of Mail Items, the Supplier is not able to offer any assurance about the actual delivery time of any Mail Item for the Royal Mail component. The Supplier shall not therefore be liable to the Authority and/or Contracting Body or to any other person for failure to deliver within this target where such failure is directly attributable to the Royal Mail component.



### **1.3. PILOTS AND TRIALS**

- 1.3.1. The Supplier shall carry out pilots/trials of the goods and/or services as requested by a Contracting Body. Set up costs for any pilot shall not be charged. The duration of any pilots shall be agreed between the Contracting Body and the Supplier at the Call Off Agreement stage. However the Authority recommends that any pilot shall be for a minimum period of six months to prove the concept of the solution.
- 1.3.2. The successful conclusion of these pilots shall not guarantee the award of a longer term business or a Call Off Agreement by the Contracting Body.

## THE REQUIREMENT

### 2. LOT 2: HYBRID MAIL ON-SITE SOLUTION

#### 2.1. THE OVERVIEW

***Hybrid mail on-site solution:***

- 2.1.1. Shall be provided and operated within the Contracting Body's premises.
- 2.1.2. Shall utilise existing equipment owned or leased by the Contracting Body. Including but not limited to:
  - 2.1.2.1. Letter inserters
  - 2.1.2.2. Envelopers
  - 2.1.2.3. Multifunctional devices/printers

***IT Hardware:***

- 2.1.3. The Supplier shall provide a full system specification to the Contracting Body for the hardware requirements to deploy the software.
- 2.1.4. The Supplier shall liaise with the Contracting Body's IT management teams to confirm the suitability of their network requirements and the operational software being proposed.
- 2.1.5. Should the Contracting Body require new IT hardware to deploy the solution then this may be included as part of the proposed Hybrid Mail Solution but please note, Contracting Body shall have the ultimate decision as to whether this is procured as part of the Hybrid Mail Solution offered by the Supplier. The Contracting Body shall have the option to procure the hardware required from another source which may, include but not be limited to:
  - 2.1.5.1. Authority's ICT Framework Agreements
  - 2.1.5.2. Via the Contracting Body's own ICT route to market
- 2.1.6. The Supplier solution shall allow the Contracting Body to centralise its print and production process by routing data/information to a centralised point where it can then be printed, enveloped and dispatched for delivery to the addressee. This may involve routing items electronically from several premises where the Contracting Body's staff may be located at different sites and/or may involve the routing of items electronically from a number of departments located in one building.
- 2.1.7. The Supplier shall work with the Contracting Body to implement a secure solution and one which is compatible with the security requirements of the Contracting Bodies. This could include but not be limited to:

- 2.1.7.1. ISO 27001
- 2.1.7.2. N3 (the national broadband network for the English National Health Service (NHS))
- 2.1.7.3. Code of Connection (CoCo) Compliance
- 2.1.7.4. Government Connection Code (GCSX)
- 2.1.7.5. Citrix Secure Gateway
  
- 2.1.8. The Supplier shall work with the Contracting Body to implement a secure solution and one which is compatible with the Contracting Body's internal operating systems. This could include but not be limited to:
  - 2.1.8.1. Thin client systems
  - 2.1.8.2. Fat client systems
  - 2.1.8.3. Internet Explorer 6.5 onwards, Google, Firefox etc.
  - 2.1.8.4. Web plug-ins
  - 2.1.8.5. Flash, Java, Silverlight
  - 2.1.8.6. Windows XP, 7, 8 etc.
  - 2.1.8.7. Screen Reader software and other disability adaptation software where required.
  
- 2.1.9. It is recognised that on occasions, Contracting Bodies may wish to explore with the Supplier innovative solutions within Hybrid Mail Solutions. These may include but not be limited to:
  - 2.1.9.1. E-communications that will enable the Contracting Body to communicate with its clients/customers via a secure web-portal or email
  - 2.1.9.2. Text messaging (SMS) solutions
  - 2.1.9.3. Enable the Contracting Body to chose a default class of mail i.e. 2nd class or equivalent
  - 2.1.9.4. Archiving and indexing facility
  - 2.1.9.5. Ability to utilise current stationary stocks, i.e. non-window envelopes, physical inserts etc. or advise Contracting Bodies when this would prove uneconomical compared to alternatives.
  - 2.1.9.6. Enable Contracting Body to use preferred mail carrier
  - 2.1.9.7. Consolidation of multiple mail pieces into one, where this is deemed appropriate by the Contracting Body.

## **2.2. THE AUTHORITY REQUIREMENTS**

- 2.2.1. The Authority's requirement is for the provision of a solution which will enable the Contracting Body to perform a Hybrid Mail Solution on-site utilising existing kit or equipment. To achieve extensive network usage, the provision of supporting software is also critical. Any such software or drivers should be tested and comply with the Contracting Body's existing infrastructure.
- 2.2.2. A range of open architecture software may be required, including, as a priority, where appropriate software for clustering/Co-Mingling/consolidation, print management / accounting, print routing / load balancing, email notification, optical character recognition. All software referred to in the scope of the Framework Agreement must be

available within the Supplier's goods and services portfolio and must clearly communicate the software manufacturer and level of support provided/required. If 'Co-Mingling' is specified by the Contracting Body the rules that govern when mail pieces can and cannot be 'Co-Mingled' must be carefully crafted by the Contracting Body to avoid data breaches, and clearly communicated to the Supplier. The onus shall lie with the Contracting Body to provide a Co-Mingling specification or schema.

- 2.2.3. Wholly bespoke software or customisation of standard software may be required and will be subject to specifications and terms agreed between the Contracting Body and the Supplier.
- 2.2.4. Purchase price for software should include delivery and installation. The Supplier shall make Contracting Bodies aware of how the software is licensed; all upgrade and refresh costs, version notification and control against associated hardware and legacy software.
- 2.2.5. The Supplier shall be responsible for the provision of training and shall specify the minimum training requirements to the Contracting Body.
- 2.2.6. The provision of software packages procured under this Framework Agreement will normally be on the basis of a co-terminus deal whereby the licence will end at the end of the contracted period, unless otherwise specified by the Contracting Body.
- 2.2.7. Any software or drivers should be tested with all mission critical applications as defined by the Contracting Body.
- 2.2.8. The Supplier solution should allow the Contracting Body to consolidate mail pieces addressed to the same recipient where appropriate and where required by the Contracting Body. The Supplier's solution should allow the Contracting Body to decide when consolidation is/is not appropriate.
- 2.2.9. The Supplier solution should provide the Contracting Body with an option to add inserts to the mail piece where appropriate.
- 2.2.10. The Supplier solution should allow the Contracting Body with an option to set up standard templates for Mail Items. These could be physical inserts which the Contracting Body has in stock or electronic inserts.
- 2.2.11. The Supplier solution should enable a track and trace facility so that the Contracting Body can monitor where mail pieces are within the network.
- 2.2.12. The Supplier solution should allow for amendments to be undertaken to the mail pieces prior to the printing and despatch of the items.
- 2.2.13. Where required by the Contracting Body, the Supplier solution should allow the Contracting Body to undertake data cleansing and address management prior to the item being printed to ensure that the address is correct.
- 2.2.14. The Supplier solution should enable the Contracting Body to sort mail to address level, in line with work share (i.e. Mail sort) mail goods and /or services to enable the Contracting Body to achieve the maximum postage discounts available.

**General Solutions**

- 2.2.15. An ideal general scenario for the provision of a Hybrid Mail Onsite Solution would encompass:

- 2.2.15.1. Open architecture software able to seamlessly integrate with third party goods and /or services.
  - 2.2.15.2. Job Definition Format (JDF) compliance or equivalent.
  - 2.2.15.3. Universal Pre and Post Processing Interface (UP3i) enabled or equivalent.
  - 2.2.15.4. Uniform pricing – with volume related break points.
  - 2.2.15.5. Capital and service costs clearly defined and separated in the pricing model.
  - 2.2.15.6. Standard maximum service response of 2 hours or better.
  - 2.2.15.7. On line consolidation solutions.
  - 2.2.15.8. On-line and manual inserting solutions.
  - 2.2.15.9. On line data cleansing/address management solutions.
  - 2.2.15.10. Inclusive training & retraining.
- 2.2.16. Hybrid Mail pricing solutions should take cognisance of the following options:
- 2.2.16.1. Fixed Lease pricing.
  - 2.2.16.2. Purchase.
  - 2.2.16.3. Uniform service support and costs.
  - 2.2.16.4. Standard fully networked configurations.
- 2.2.17. A Contracting Body would require innovative solutions that have the ability to progressively integrate the Contracting Body's volume as the network arena develops.

**Operation**

- 2.2.18. Migration of work from users around production network
- 2.2.19. Agreed default settings pre-set on job ticket (e.g. class of postage, inserts to be included)
- 2.2.20. Job interruption and recovery
- 2.2.21. Security options (e.g. PIN, time-out).
- 2.2.22. Printer and server clustering – grouping of information processes and output

**Software**

- 2.2.23. Job submission – including archiving and automatic deletion from system
- 2.2.24. Retention of accounting information
- 2.2.25. Electronic ordering system
- 2.2.26. Web browser interface to front page/unit
- 2.2.27. Front page to include links (e.g. on-line feature menu, off-line feature menu).
- 2.2.28. Upgrades included.
- 2.2.29. Workflow solutions / job ticket software.
- 2.2.30. Print queuing management system.

**Maintenance and Support Requirements**

- 2.2.31. Response times – 2 hour business critical.
- 2.2.32. Remote/direct dial access.
- 2.2.33. Electronic logging of service calls.
- 2.2.34. Dedicated call centre Supplier personnel.
- 2.2.35. Report suite – e.g. response times, average call 1st fix times, failed 1st fixes,
- 2.2.36. Technical support Supplier personnel
- 2.2.37. Post sales support

### ***Training & Installation***

- 2.2.38. Defined training package; detailing the depth of training, location, timescales etc.
- 2.2.39. Provision of advanced preventative and/or corrective maintenance training for operators
- 2.2.40. A project plan will be supplied to the Contracting Body detailing the installation and training process.
- 2.2.41. Installation, testing and on-site/off-site training, or re-training shall be provided in support of each and every solution at no additional cost.
- 2.2.42. Close liaison (prior, ongoing & post installation) with the Contracting Body's IT management teams will be required on an ongoing basis.
- 2.2.43. Training shall be ongoing, unless the Supplier and the Contracting Body agree that the primary operators have achieved a competent level of training.
- 2.2.44. The Supplier shall record the frequency and training content with a view to regular updates to the Contracting Body, with the reporting frequency to be agreed on a case by case basis, with each Contracting Body.

### ***Software Provision***

- 2.2.45. To gain a comprehensive service provision across the Contracting Body, consideration will be given to the full range of solutions and open architecture software offered within the Supplier's Hybrid Mail portfolio.
- 2.2.46. All networked Software must be compatible with end-users/stakeholders proprietary IT systems and security arrangements.

### ***Software***

- 2.2.47. The Supplier shall provide software and related services to include design development installation and commissioning of systems. This shall include pre and post sales, ongoing support and maintenance.
- 2.2.48. The Supplier shall, as a minimum:
  - 2.2.48.1. Ensure that any software provided to the Contracting Body to facilitate the provision of an Onsite Hybrid Mail Solution meets the Web Content Accessibility Guidelines (WCAG) 2.0, AA standard.
  - 2.2.48.2. Ensure that they catalogue all current APIs for their systems and make these APIs available to Contracting Bodies under the Framework Agreement, ideally for no additional charge but where charges do apply these should be catalogued.



- 2.2.48.3. Ensure that support and maintenance services are provided for any software sold via the Framework Agreement for a minimum of 5 years from the date of the original licence sale.
- 2.2.48.4. Ensure that where open standards are available, they are utilised in the delivery of any Call Off Agreements.

***Delivery***

- 2.2.49. The Supplier shall notify the Contracting Body of the expected delivery date for each placement.
- 2.2.50. Regular updates must be available to the Contracting Body to monitor project progress with the reporting frequency to be agreed on a case by case basis, with the Contracting Body.

***Software availability Up Time***

- 2.2.51. The average Up Time for software must exceed 97% (based on the standard working day as specified).
- 2.2.52. Should this target not be met, the Supplier will be required to undertake a full service investigation/resolution, at their expense, under the agreed escalation procedure as detailed in the Call Off Agreement.

***Software Removal/Replacement***

- 2.2.53. The Contracting Body's manager may request removal or replacement of any installation that is failing to meet the Up Time target or fitness for purpose.
- 2.2.54. The Supplier will remove the software within twenty one (21) Working Days of notification by the Contracting Body.

**2.3. MAINTENANCE, SUPPORT AND PERFORMANCE**



- 2.3.1. It is essential that the Supplier can provide a comprehensive maintenance service that is capable of fulfilling the demands of the individual Contracting Bodies. The maintenance service is mandatory requirement regardless of whether software is leased or purchased.
- 2.3.2. The service must include installation, testing, connection to the network, goods and services training, preventative and breakdown maintenance, maintenance for free of charge software, remote support, network support and firmware. Technicians carrying out any of these services must be fully trained to manufacturer's specification.
- 2.3.3. The Supplier shall collect and dispose of all redundant replaced spare parts associated with the Call Off Agreement in accordance with WEEE Regulations – the Contracting Body's own facilities should not be used unless written agreement has been provided.
- 2.3.4. Supplier engineers and/or technicians must be able to meet any security criteria as laid down by the Contracting Body e.g. Disclosure and Barring Service Checks (DBS) (formally Criminal Records Bureau (CRB)).
- 2.3.5. The Supplier shall ensure that the maintenance and support provided reduces the risk of downtime, and ensuring business continuity as a result.

### **Up Time**

- 2.3.6. A consistent level of Up Time is critical for all software provided to the Contracting Bodies under this Framework Agreement. This will be a result of excellence in design, materials, build, maintenance and support.

### **Support hours**

- 2.3.7. As a minimum, maintenance and support hours will cover 09.00 to 17.00 Monday to Friday, excluding bank holidays. It will be possible for the Contracting Body to:
- 2.3.7.1. Log support calls with a help desk by email, by phone or service portal.
  - 2.3.7.2. Log calls through automated email service alerts direct from each networked goods where this is specifically authorised and facilitated by the Contracting Body.
  - 2.3.7.3. Receive telephone support for all goods and /or services
  - 2.3.7.4. Receive remote support via the network where this is specifically authorised and facilitated by the Contracting Body.
  - 2.3.7.5. Provide specialist IT telephone, remote access & field support where requested by the Contracting Body

### **Extended service hours**

- 2.3.8. There will be Contracting Body requirements for extended service hours, be that for weekends, bank holidays, 7x24, 5x24 or other additional hours. These requirements will be agreed between the Contracting Body and the Supplier following the further competition stage and may be met at extra cost.

### **First time Fix Rate**

- 2.3.9. This is of paramount importance to provide an ongoing high standard of Up Time. The minimum 1st time fix rate will not be lower than 95%, as measured over any quarterly period.

### **Response times**

- 2.3.10. Consistent with high Up Times, fast response times are required throughout the UK (i.e. England, Northern Ireland, Wales, Scotland, Highlands and Islands). Response time is the time from the Contracting Body first placing a call, to the arrival on-site of an engineer.
- 2.3.11. There will be a maximum average response time of 4 working hours. Although the individual Contracting Body could request a faster response time.
- 2.3.12. There will be a detailed escalation and reporting procedure for when the 4 hour average response is not achieved and for when first time fix is not achieved.

### ***Electronic Fault Reporting***

- 2.3.13. Where appropriate or requested, all software supplied must be capable of alerting the Contracting Body as to its functional status. This will include alerts for defects, poor quality print, engineer required and any fault that will cause loss of functionality to the service or for the service to be in any way unusable. Alerts will be sent to an agreed e-mail address. The e-mail must not include any information that could be used to breach agreed security.
- 2.3.14. Where e-maintenance is provided by the Supplier the solution must be capable of alerting the Supplier as to its functional status and the Supplier must react to an alert as soon as it is received.

### ***Business recovery***

- 2.3.15. The Supplier shall have effective and proven business recovery plans in place in respect of all its service offerings and must be able to demonstrate their rigour upon request.

### ***E – maintenance/remote services***

- 2.3.16. An e-maintenance/remote service shall be offered by the Supplier. This service will be designed to negate or decrease the level of Contracting Body required interaction between the end-user and the Suppliers' solutions. Wherever possible, this should include OEM/multi-vendor/legacy goods.

### ***Help Desk***

- 2.3.17. The Supplier shall make available to the Contracting Body a single point of contact capable of logging and dealing with all service/maintenance/support/IT infrastructure faults or calls in order to respond accordingly.

### ***Service Desk***



- 2.3.18. The Service Desk acts as the primary user interface between the Contracting Body's IT users and the Information system function. The role of the Service Desk is to take ownership of all calls made to it, and to ensure that the Contracting Bodies are provided with incident resolutions.
- 2.3.19. The Service Desk must be ITIL Compliant and may include, but will not be limited to, the provision of the following services:
- 2.3.19.1. A logical 'Single Point of Contact' for all user contacts
  - 2.3.19.2. Contacts can be by telephone, email and fax.
  - 2.3.19.3. Contact answering
  - 2.3.19.4. Accurate recording of all contacts
  - 2.3.19.5. Timely updating of contact data
  - 2.3.19.6. Contact categorisation including contact type and severity levels
  - 2.3.19.7. Contact prioritisation
  - 2.3.19.8. Instigation of escalation procedures as appropriate
  - 2.3.19.9. Direct and prompt resolution of contacts
  - 2.3.19.10. Providing timely and accurate information to users
  - 2.3.19.11. Obtaining Contracting Body's agreement or signoff prior to the closure of any contact
  - 2.3.19.12. Active ownership, tracking and management of all contacts within scope – to ensure contacts are resolved
  - 2.3.19.13. To keep the caller updated of the status of any contact where they are unlikely to be resolved or completed within the agreed time
  - 2.3.19.14. To update appropriate IT and user management of the status of all high priority and service affecting contacts
  - 2.3.19.15. Where necessary provide on-site support to the repair process

***Third party maintenance***

- 2.3.20. The Supplier, where legacy equipment is present, may be required to support and maintain OEM/multi-vendor goods, legacy or otherwise. Where this offering has a requirement to sub-contract to a 3rd party partner, the Supplier must act as the primary point of contact for the Authority and the Contracting Body at ALL times.

***Out of hour's maintenance and support***

- 2.3.21. The Supplier must agree with the Contracting Body a process whereby 'out of hours' support is made available when required. The conditions and costs associated with this support will be agreed on an individual basis between the Contracting Body and the Supplier at the Call Off Agreement stage.

**Disaster recovery services**

- 2.3.22. The Supplier must make available to the Contracting Body their Disaster Recovery Plan. This plan should relate to the types of services/support the Supplier has been contracted to provide.

**Maintenance Services**

- 2.3.23. The provision of maintenance services for software applications within the scope of the Lot (inclusive of any customisation) as a minimum these should be:
  - 2.3.23.1. Break-fix support
  - 2.3.23.2. Advisory services on the implementation of pre-built patches that the Contracting Body has rights to deploy/is licensed to use by the relevant software owner
  - 2.3.23.3. Development, testing and implementation of bug fixes (or such bug fixes where available from the relevant software owner, advisory services in the implementation thereof)
  - 2.3.23.4. Development, testing and implementation of workarounds where bug fix is not possible (or such bug fixes where available from the relevant software owner advisory services in the implementation thereof)
  - 2.3.23.5. Development, testing and implementation of all necessary updates to ensure that the software undertakes all processing in line with all appropriate taxation, law and regulation (or such bug fixes where available from the relevant software owner advisory services in the implementation thereof)
  - 2.3.23.6. Monitoring of the operation of the software in order to assure application and information availability and integrity
  - 2.3.23.7. Provision of a knowledge-base of known issues and solutions in respect of the software
  - 2.3.23.8. Provision of release notes to Contracting Bodies
  - 2.3.23.9. Assistance with upgrading, replacing, or otherwise changing the software

**User Support**

- 2.3.24. User support may include but shall not be limited to the provision of the following services;
  - 2.3.24.1. Access to user documentation pertaining to the solution, including system manuals, User Guides, on-line help, FAQs;
  - 2.3.24.2. Updating of documentation to reflect new versions of the Supplier solution;
  - 2.3.24.3. Provision of operational support as part of their application management service;
  - 2.3.24.4. Provision of second line operational support and help desk services to the Contracting Bodies users in respect of the solution and its associated activities investigation and



resolution of all technical issues arising from reported problems;

- 2.3.24.5. Provision of a single service management system for incident management, problem resolution and change management, with a designated account manager as a single point of contact for user support

## **2.4. FINANCIAL SERVICES**

### ***Purchasing and Lease***

- 2.4.1. Contracting Bodies will have the option of either capital purchase or lease of Software supplied through this Framework Agreement.

### ***Lease***

- 2.4.2. The most critical requirement is for the provision of operating leases in line with International Accounting Standards (IAS 17).
- 2.4.3. A range of lease options is required, for durations of 3, 4 and 5 years (a maximum of 6 years). From time to time other options may be required and will be agreed between the Contracting Body and the Supplier using the terms and conditions of the Lease Agreement.
- 2.4.4. Contracting Bodies will be able, at their option, to enter into a secondary period, subject to agreement by the Supplier. Secondary terms will not extend beyond 5 years (from the date of the initial primary period contract commencement date) During the secondary lease period the Contracting Body will pay the residual from the primary period (for primary lease periods up to 6 years) on the same rate basis, with the same mail costs as the primary period unless subsequently reduced by the Supplier.
- 2.4.5. Where there are additions to Software after its installation and extra lease finance is required, then that new finance will be co-terminus with the original agreement.

## **2.5. PROOF OF CONCEPT PILOT**

- 2.5.1. The Supplier shall carry out Proof of Concept (POC) pilot of the Services as requested by Contracting Body. Such pilots shall be carried out on a free of charge basis. The duration of such pilots shall be agreed between the Contracting Body and the Supplier with agreed milestone dates. However the Authority recommends that such pilot shall be for a minimum period of six months to prove the concept of the solution.
- 2.5.2. The POC pilot if successful should be awarded to the successful Supplier on completion of the POC, provided before entering into a Call Off Agreement that a strict implementation procedure and plan is agreed before the POC commences.

## THE REQUIREMENT

### 3. LOT 3 HYBRID MAIL OFFSITE SOLUTION

#### 3.1. OVERVIEW

- 3.1.1. The Supplier shall provide a Hybrid Mail Offsite Solution that may include but shall not be limited to:
- 3.1.1.1. The ability to deliver both forecasted and actual savings;
  - 3.1.1.2. The provision of appropriate software/web-enabled solutions to allow the secure transfer of data from Contracting Body premises, either by individual item or batch data files to the Supplier's premises
  - 3.1.1.3. Flexible solutions which will enable the Contracting Body a choice of printed outputs including mono, colour and colour-capable solutions.
- 3.1.2. The Supplier should be capable of delivering a full range of on-line systems and services to its Contracting Bodies to enable full visibility of usage etc. such systems may include but shall not be limited to:
- 3.1.2.1. Web based client job submission,
  - 3.1.2.2. Electronic job ticketing,
  - 3.1.2.3. Individual item cost indication for end user to monitor cost per item,
  - 3.1.2.4. E-mail job status feedback,
  - 3.1.2.5. Finishing options,
  - 3.1.2.6. Online and offline document clean up software
  - 3.1.2.7. Software enabling management e.g. remote diagnostics
- 3.1.3. The Supplier shall be able to provide resource to undertake fact-finding/site reviews at individual Contracting Body premises to understand existing equipment, networks, principal flows and page/mail output, ideally with vendor neutral analysis and further Contracting Body proposals to improve the solution offered.
- 3.1.4. The Authority is seeking a finance offering for the provision of the Hybrid Mail Off Site Solution; which provides its Contracting Bodies with flexibility and choice relating to the payment configuration, including lease, rental offerings and outright purchase for any software that is required for the delivery of the solution. For the avoidance of doubt, the provision of equipment is not a feature of this Lot.
- 3.1.5. The Supplier shall be capable of providing a reliable support and service infrastructure (including support/service desk);
- 3.1.6. The Supplier shall respond to Contracting Body specific requirements as detailed during further competitions;
- 3.1.7. The Supplier shall be able to support and integrate with different operating systems (e.g. Windows, Linux) as detailed by the Contracting Body at further competition stage;
- 3.1.8. The Supplier shall have the ability to offer bespoke innovative solutions to enhance Contracting Bodies' move to a digital mail room solution and

further drive down the costs associated with the production of mail, including but not limited to e-communication solutions, unlimited text messaging, secure email, secure web-portal access.

- 3.1.9. The Authority recognises that in order to provide a Hybrid Mail Off Site Solution, a review of the Contracting Body's server capacity and capability will be required. The Supplier must undertake a full site survey and connectivity report, prior to formal acceptance of any order, to ensure fitness for purpose.
- 3.1.10. The Supplier shall liaise with the Contracting Body's IT management teams to confirm the suitability of their network requirements and operational software being proposed.
- 3.1.11. Where, following a site survey, the Contracting Body's existing server capacity and capability is deemed insufficient to support the Supplier's Hybrid Mail Offsite enabling software, the Supplier shall make recommendations to the Contracting Body about possible solutions to improve server capacity to ensure it is capable of supporting the solution.
- 3.1.12. For the avoidance of doubt, the Contracting Body shall have the ultimate decision as to whether new server capability is procured as part of the Hybrid Mail Offsite Solution offered by the Supplier. The Contracting Body shall have the option to procure new server capability from another source, including but not limited to:
  - 3.1.12.1. Authority's ICT Framework Agreement
  - 3.1.12.2. Via the Contracting Body's own ICT route to market
- 3.1.13. The potential first step in any Hybrid Mail Off Site Solution may be the due diligence process which would be designed to establish a baseline of existing costs agreed between a Contracting Body and the Supplier. The baseline may consist of an agreement on existing costs in order that both parties may agree the basis on which to form the 'on-going' contractual relationship. Once this has been completed an implementation policy may be agreed to ensure long-term cost reductions and a return on investment for the Contracting Body.
- 3.1.14. The process for establishing the baseline of existing costs will be agreed by the Contracting Body and may be based upon different levels of assessments ranging from the use of manual or automated tools for measuring output and/or; to the use of 'secondary research' in order to provide a view on current costs and/or; to a more sophisticated way of assessing mail piece workflow.
- 3.1.15. The Supplier shall take primary responsibility for meeting the Contracting Bodies' Hybrid Mail Off Site needs, including the provision of the secure network in which to transfer the Contracting Body data to the Suppliers print site, the provision of templates and the overall management of the responsibility for the printing, enveloping and dispatch of the mail pieces. Where any sub-contractor or 3rd party is introduced into the relationship, this will be done with the formal agreement of the Contracting Body organisation based on the full understanding that the primary responsibility remains with the Supplier.
- 3.1.16. The Authority sees the Hybrid Mail Off Site Solution offering its Contracting Bodies with an approach that tackles the rise in information volumes: by treating office printing in a more strategic fashion, providing



cost savings, increased sustainability, greater efficiency and greater provision for security where this is important.

3.1.17. The Supplier's solution should therefore ensure that it plays an integral part in tackling the challenges brought about by the information age by:

- 3.1.17.1. Reducing Contracting Body's costs
- 3.1.17.2. Increasing the efficiency and sustainability of organisations printing
- 3.1.17.3. Facilitating better governance and compliance

3.1.18. All Supplier services will need to allow for Contracting Bodies to track the full costs involved in printing, enveloping and dispatching mail pieces across their organisation and contracted service and transparency of costs must always be to the forefront of the contractual relationship.

3.1.19. The exact nature of the provision of the required services will be covered during the further competition and agreed within the Call Off Agreement between the Contracting Body and the Framework Supplier.

### **3.2. AUTHORITY REQUIREMENTS**

3.2.1. The Authority's requirement is for a Hybrid Mail Off Site Solution on behalf of its Contracting Bodies. The requirement may include but shall not be limited to:

- 3.2.1.1. The transfer of data/information via a secure network from the Contracting Body's premises to the Suppliers print centre, where it can be transformed into a physical mail piece for delivery to customer addresses
- 3.2.1.2. The delivery of the physical Mail Items to all UK addresses or within a specific region as specified by the Contracting Body and in accordance with an agreed Mailing Profile/mail forecast and the terms of this Framework Agreement and Call Off Agreement.
- 3.2.1.3. A desktop solution and/or web based software to enable the Contracting Body to submit their mailing item through a secure electronic channel
- 3.2.1.4. The Supplier shall provide assurance that it has adequate server capacity to fulfil the Contracting Body requirement.



- 3.2.2. The Supplier shall work with the Contracting Body to shape the requirement and achieve efficiencies by including (but not limited to) the following elements as part of its offering:
- 3.2.2.1. Allowing the Contracting Body to set a default class of mail i.e. chose 2nd class or equivalent as the default for all mail items.
  - 3.2.2.2. Allowing Mailing Items addressed to the same recipient to be consolidated into one mail piece, where such consolidation is deemed appropriate by the Contracting Body. The Contracting Body will work with the Supplier to identify any mail streams that are not deemed to be suitable for consolidation.
  - 3.2.2.3. Work with the Contracting Body to provide a solution that enables the Contracting Body to use up existing stocks of stationary such as envelopes, inserts etc.
  - 3.2.2.4. Work with the Contracting Body to ensure that 'logo' requirements on mail pieces can be captured by the solution and updated on an as and when basis.
- 3.2.3. The Authority requires the Supplier to work with the Contracting Bodies to ensure that stationary requirements are fulfilled. Some of the standard stationary items used across public sector include, but are not limited to:
- 3.2.3.1. Coated/uncoated printing paper
  - 3.2.3.2. Digital papers
  - 3.2.3.3. Laser guaranteed paper
  - 3.2.3.4. Recycled paper
  - 3.2.3.5. Varying paper weights from 80gsm which is most common, up to 120gsm for official papers
  - 3.2.3.6. Non – window mailing wallets in various sizes
  - 3.2.3.7. 162cmsx229cms window wallet
  - 3.2.3.8. 162cmsx235cms window wallet
  - 3.2.3.9. 114cmsx229cms window wallet

- 3.2.4. This is not an exhaustive list and is intended as a guide only. The Supplier's solution should be capable of accommodating the requirements of the Contracting Body.
- 3.2.5. The Authority requires the Supplier to provide a secure archiving facility for Mail Items, where required and as defined by the Contracting Body at further competition.
- 3.2.6. The Authority requires the Supplier to provide a tracking facility which will allow the Contracting Body to track Mail Items throughout the Hybrid Mail production process.
- 3.2.7. The Supplier shall offer the Contracting Body, a full range of mail delivery options as detailed in paragraph 3.2.15 below.
- 3.2.8. The Supplier shall ensure that it is capable of offering and achieving a range of mail sortation solutions in order that the maximum postal discounts can be offered to Contracting Bodies.
- 3.2.9. The Authority requires a secure solution and one which is compatible with the security requirements of the Contracting Body's organisation. This may include but shall not be limited to:
- 3.2.9.1. ISO 27001
  - 3.2.9.2. N3 (the national broadband network for the English National Health Service (NHS))
  - 3.2.9.3. Code of Connection (CoCo) Compliance
  - 3.2.9.4. Government Connection Code (GCSX)
  - 3.2.9.5. Citrix Secure Gateway
  - 3.2.9.6. Level 2 Information Governance or equivalent
- 3.2.10. The implementation of a secure solution and one which is compatible with a wide ranging variety of Contracting Body's internal operating systems. This may include but is not limited to:
- 3.2.10.1. Thin Client systems
  - 3.2.10.2. Fat Client systems
  - 3.2.10.3. Internet Explorer, Google, Firefox etc
  - 3.2.10.4. Web plug-ins
  - 3.2.10.5. Flash, Java, Silverlight
  - 3.2.10.6. Windows XP, 7, 8 etc.
  - 3.2.10.7. Screen Reader software and other disability adaptation software, where required
- 3.2.11. Innovative solutions within the Hybrid Mail market, these may include but is not limited to:
- 3.2.11.1. E-communications which enable the Contracting Body to email its clients via a secure web-portal or email
  - 3.2.11.2. Text messaging (SMS) solutions
  - 3.2.11.3. Enable the Contracting Body to chose a default class of mail i.e. 2nd class or equivalent as the standard for their mail output
  - 3.2.11.4. Enable Contracting Body to use preferred mail carrier
  - 3.2.11.5. Consolidation of mail pieces

- 3.2.12. Where required by the Contracting Body, the Supplier shall work with the Contracting Body on a phased approach to implementing the solution. Each phase will be defined and agreed between the Supplier and the Contracting Body in advance of the commencement of implementation and shall be detailed within a robust implementation plan which shall be agreed between the Contracting Body and the Supplier in advance of any implementation activity.
- 3.2.13. The Supplier shall provide the Contracting Body, as required, with full support, training and maintenance during the implementation to the Supplier's hybrid solution and provide on-going support for the duration of the Call Off Agreement.
- 3.2.14. The Supplier shall provide an online and /or telephone facility as part of the support function offered under this Framework Agreement.
- 3.2.15. The provision of a track and trace solution will be required as part of the solution to enable the Contracting Body to identify Mail Items within the Hybrid Mail solution and either pause, make amendments or cancel the item prior to printing.

Delivery timescales	
1-2 days	Premium Delivery Services (1st class or equivalent)
2-4 days	Standard Delivery Services (2nd Class or equivalent service)
5-7 days	Economy or equivalent service

- 3.2.16. The Supplier shall provide UK national and/or regional solutions to the Contracting Body.
- 3.2.17. The Supplier is required to provide a variety of different print formats. As a minimum these should be;
  - 3.2.17.1. A choice of print formats including, but not limited to:
  - 3.2.17.2. Simplex and duplex documents
  - 3.2.17.3. Black and white
  - 3.2.17.4. Partial colour (black, white + one other colour)
  - 3.2.17.5. A mix of colour and black and white on the simplex and duplex documents
- 3.2.18. A robust process for dealing with Mail Items which have not been delivered successfully (i.e. goneaway items)
- 3.2.19. The Authority recognises and accepts that the Supplier solutions will vary and that whilst some Supplier solutions will be web-based solutions, others will require the provision of supporting software Any such software or drivers should be tested and comply with the Contracting Body's existing infrastructure.

**Software**

- 3.2.20. Where the Supplier's solution is centred on the provision of software, the following should be demonstrated:
- 3.2.21. A range of open architecture software, including, as a priority, where appropriate software for clustering/co-mingling/consolidation, print management / accounting, print routing / load balancing, email notification, optical character recognition. All software referred to in the scope of the Framework Agreement must be available within the Supplier's goods and services portfolio and must clearly communicate the software manufacturer and level of support provided/required. If 'Co-Mingling' is specified by the Contracting Body the rules that govern when mail pieces can and cannot be 'Co-Mingled' must be carefully crafted by the Contracting Body to avoid data breaches, and clearly communicated to the Supplier. The onus must lie with the Contracting Body to provide a Co-Mingling specification or schema. Liability for data breaches caused by flawed Co-Mingling specifications will be the responsibility of the Contracting Body.
- 3.2.22. The software, including version used, must be maintained and supported by the Supplier at least until software for use with which it was installed are no longer in use.
- 3.2.23. Wholly bespoke software or customisation of standard software may be required and will be subject to specifications and terms agreed at the Call Off Agreement stage between the Contracting Body and the Supplier.
- 3.2.24. Purchase price for software should include delivery and installation. Suppliers must make Contracting Bodies aware of how the software is licensed; all upgrade and refresh costs, version notification and control against associated hardware and legacy software.
- 3.2.25. The Supplier shall be responsible for the provision of training and shall specify the minimum training requirements to the Contracting Body.
- 3.2.26. Any software or drivers should be tested with all mission critical applications as defined by the Contracting Body and a proof of concept provided to the Contracting Body as a guarantee that the solution and software is fit for purpose.
- 3.2.27. The software shall allow the consolidation of mail pieces into one item where this is deemed appropriate by the Contracting Body.
- 3.2.28. There should be the capability within the solution to enable the Contracting Body to include inserts (i.e. maps) into each mail piece.
- 3.2.29. There should be capability to enable a data cleansing and address management function within the solution to ensure that addresses are accurate prior to printing and dispatch
- 3.2.30. There should be capability to enable the Contracting Body to send pre-sorted batches of mail to the Supplier premises to enable the Contracting Body to achieve the maximum postage discounts available.
- 3.2.31. The Supplier shall provide a comprehensive maintenance and support package.

### ***Delivery***

- 3.2.32. The Suppliers shall notify the Contracting Body of the expected delivery date for each placement.
- 3.2.33. Regular updates shall be made available to the Contracting Body to monitor project progress with the reporting frequency to be agreed on a case by case basis, with the Contracting Body.
- 3.2.34. A full due diligence process shall be undertaken by the Supplier prior to them confirming delivery, to test the solution and provide assurance that it is fit for purpose and fulfils the requirement of the Contracting Body.

### ***Installation and Training***

- 3.2.35. The Supplier shall supply a project plan to the Contracting Body detailing the installation and training process.
- 3.2.36. Installation, testing and on-site/off-site training, or re-training shall be provided in support of each and every solution at no additional cost.
- 3.2.37. Close liaison (prior, ongoing & post installation) with the Contracting Body's IT management teams will be required on an ongoing basis.
- 3.2.38. Training shall be ongoing, unless the Supplier and the Contracting Body agree that the primary operators have achieved a competent level of training
- 3.2.39. The Supplier shall record the frequency and training content with a view to regular updates to the Contracting Body, with the reporting frequency to be agreed on a case by case basis, with each Contracting Body.

### ***Service Response Times***

- 3.2.40. The Supplier shall provide a comprehensive maintenance service that is capable of fulfilling the demands of Contracting Bodies for all software supplied in the provision of the solution.

## **3.3. MAINTENANCE, SUPPORT AND PERFORMANCE**

- 3.3.1. Where Supplier software is supplied in order to fulfil the requirement of a Hybrid Mail Off Site Solution:
  - 3.3.1.1. The Supplier shall provide a comprehensive maintenance service that is capable of fulfilling the demands of the individual Contracting Bodies. The maintenance service is mandatory requirement.
  - 3.3.1.2. The service must include installation, testing, connection to the network, goods and services training, preventative and breakdown maintenance, maintenance for free of charge software, remote support, network support and firmware. Supplier Personnel carrying out any of these services must be fully trained to manufacturer's specification.
  - 3.3.1.3. Supplier Personnel (engineers and/or technicians) must be able to meet any security criteria as laid down by the Contracting Body e.g. Disclosure and Barring Service Checks (DBS) (formally Criminal Records Bureau (CRB)).



- 3.3.1.4. The Supplier shall ensure that the maintenance and support provided reduces the risk of downtime, and ensuring business continuity as a result.



### ***Response times***

- 3.3.2. Consistent with high Up Times, fast response times are required throughout the UK (i.e. England, Northern Ireland, Wales, Scotland, Highlands and Islands). Response time is the time from the Contracting Body first placing a call, to the arrival on-site of an engineer.

### ***Electronic Fault Reporting***

- 3.3.3. Where required by the Contracting Body, all software supplied by the Supplier must be capable of alerting the Contracting Body as to its functional status. This will include alerts for defects, poor quality print, engineer required and any fault that will cause loss of functionality to the service or for the service to be in any way unusable. Alerts will be sent to an agreed e-mail address. The e-mail must not include any information that could be used to breach agreed security.
- 3.3.4. Where e-maintenance is provided by the Supplier the solution must be capable of alerting the Supplier as to its functional status and the Supplier must react to an alert as soon as it is received.

### ***Business recovery***

- 3.3.5. The Supplier will have effective and proven business recovery plans in place in respect of all its service offerings and must be able to demonstrate their rigour upon request.

### ***On-site engineer***

- 3.3.6. For some larger Contracting Body organisations, an on-site engineer may be required. The engineer will be responsible for ensuring that the specific aspects of the agreed Service Levels are continually met.

### ***E – maintenance/remote services***

- 3.3.7. An e-maintenance/remote service shall be offered by the Supplier. This service will be designed to negate or decrease the level of Contracting Body required interaction between the end-user and the Suppliers' solutions. Wherever possible, this should include OEM/multi-vendor/legacy goods

### ***Help Desk***

- 3.3.8. The Supplier shall make available to the Contracting Body a single point of contact capable of logging and dealing with all service/maintenance/support/IT infrastructure faults or calls in order to respond accordingly.

### **Service Desk**

- 3.3.9. The Service Desk may become the primary user interface between the Contracting Body's IT users and the information system function. The role of the Service Desk is to take ownership of all calls made to it, and to ensure that the Contracting Bodies are provided with incident resolutions.
- 3.3.10. The Service Desk must be ITIL Compliant and may include, but shall not be limited to, the provision of the following services:
  - 3.3.10.1. A logical 'Single Point of Contact' for all user contacts
  - 3.3.10.2. Contacts can be by telephone, email and fax.
  - 3.3.10.3. Contact answering
  - 3.3.10.4. Accurate recording of all contacts
  - 3.3.10.5. Timely updating of contact data
  - 3.3.10.6. Contact categorisation including contact type and severity levels
  - 3.3.10.7. Contact prioritisation
  - 3.3.10.8. Instigation of escalation procedures as appropriate
  - 3.3.10.9. Direct and prompt resolution of contacts
  - 3.3.10.10. Providing timely and accurate information to users
  - 3.3.10.11. Obtaining Contracting Body's agreement or signoff prior to the closure of any contact
  - 3.3.10.12. Active ownership, tracking and management of all contacts within scope – to ensure contacts are resolved
  - 3.3.10.13. To keep the caller updated of the status of any contact where they are unlikely to be resolved or completed within the agreed time
  - 3.3.10.14. To update appropriate IT and user management of the status of all high priority and service affecting contacts
  - 3.3.10.15. Where necessary provide on-site support to the repair process

### **Third party maintenance**

- 3.3.11. The Supplier, where legacy equipment is present, may be required to support and maintain OEM/multi-vendor goods, legacy or otherwise. Where this offering has a requirement to sub-contract to a 3rd party partner, the Supplier shall act as the primary point of contact for the Authority and the Contracting Body at ALL times.

### ***Out of hours maintenance and support***

- 3.3.12. The Supplier shall agree with the Contracting Body a process whereby out of hours support is made available when required. The conditions and costs associated with this support will be agreed on an individual basis between the Contracting Body and the Supplier at the Call Off Agreement stage.

### ***Disaster recovery services***

- 3.3.13. The Supplier shall make available to the Contracting Body their disaster recovery plan. This plan should relate to the types of services/support the Supplier has been contracted to provide.

### ***Maintenance Services***

- 3.3.14. The provision of maintenance services for software applications within the scope of the Lot (inclusive of any customisation) as a minimum these should be:
- 3.3.14.1. Break-fix support
  - 3.3.14.2. Advisory services on the implementation of pre-built patches that the customer has rights to deploy/is licensed to use by the relevant software owner
  - 3.3.14.3. Development, testing and implementation of bug fixes (or such bug fixes where available from the relevant software owner, advisory services in the implementation thereof)
  - 3.3.14.4. Development, testing and implementation of workarounds where bug fix is not possible (or such bug fixes where available from the relevant software owner advisory services in the implementation thereof)
  - 3.3.14.5. Development, testing and implementation of all necessary updates to ensure that the software undertakes all processing in line with all appropriate taxation, law and regulation (or such bug fixes where available from the relevant software owner advisory services in the implementation thereof)
  - 3.3.14.6. Monitoring of the operation of the software in order to assure application and information availability and integrity
  - 3.3.14.7. Provision of a knowledge-base of known issues and solutions in respect of the software
  - 3.3.14.8. Provision of release notes to customers
  - 3.3.14.9. Assistance with upgrading, replacing or otherwise changing the software

## **User Support**

- 3.3.15. User support may include but shall not be limited to the provision of the following services;
- 3.3.15.1. Access to user documentation pertaining to the solution, including system manuals, User Guides, on-line help, FAQs;
  - 3.3.15.2. Updating of documentation to reflect new versions of the Supplier solution;
  - 3.3.15.3. Provision of operational support as part of their application management service;
  - 3.3.15.4. Provision of second line operational support and help desk services to the Contracting Bodies users in respect of the solution and its associated activities investigation and resolution of all technical issues arising from reported problems;
  - 3.3.15.5. Provision of a single service management system for incident management, problem resolution and change management, with a designated account manager as a single point of contact for user support

## **3.4. FINANCIAL SERVICES**

- 3.4.1. The Authority needs to make provision for Contracting Bodies who do not wish to purchase software outright. The primary method for financing will be through a fixed priced rental option.

## **Leases**

- 3.4.2. The use of 3rd party leasing is permitted by the Authority but this will be subject to agreement between the Contracting Body and the Supplier.
- 3.4.3. In the nature of the Lease Agreement requirement, periods could be for any whole number of months, to be agreed between the Contracting Body and the Supplier however the minimum Lease Agreement shall be for no less than six (6) Months.

## **3.5. PROOF OF CONCEPT PILOT**

- 3.5.1. The Supplier shall carry out Proof of Concept (POC) pilot of the goods and/or services as requested by Contracting Body. Such pilots shall be carried out on a free of charge basis. The duration of such pilots shall be agreed between the Contracting Body and the Supplier with agreed milestone dates. However the Authority recommends that a pilot shall be for a minimum period of six months to prove the concept of the solution.
- 3.5.2. The POC pilot if successful should be awarded to the successful Supplier on completion of the POC, provided before entering into a Call Off Agreement that a strict implementation procedure and plan is agreed before the POC commences.

## THE REQUIREMENTS

### 4. LOT 4 – INTERNATIONAL MAIL SERVICES

#### 4.1. OVERVIEW

- 4.1.1. The Authority requires the provision of an International Mail Service. The Supplier shall be able to collect mail items from Contracting Body premises that may be located anywhere within the UK; and make deliveries to the addressees which could be located within the European Union (EU), non-European Union (non-EU) and Rest of the World (RoW) destinations.
- 4.1.2. Mail Items, for the purpose of this Framework Agreement are deemed to be items that conform to the following dimensions:

	Max Weight	Max Length	Max Width	Max Thickness
Letter	100g	240mm	165mm	5mm
Large Letter	750g	353mm	250mm	25mm
Packet	2kg	450mm	350mm	80mm
Parcel	5kg	610mm	460mm	460mm

- 4.1.3. On occasions, Contracting Bodies may have a requirement to Mail Items which are not deemed to be a conventional shape, such as rolled or cylinder shaped items, this will be specified by the Contracting Body, and agreed within the Mailing Profile.
- 4.1.4. For the avoidance of doubt, any item considered to contain restricted/hazardous contents will be deemed as a courier piece and will be within the scope of the Authority's Courier Framework Agreement (RM1006).

#### 4.2. AUTHORITY REQUIREMENTS

The Supplier shall provide a mail solution or service to fulfil the following Contracting Body mailing requirements, as a minimum these should be:

##### ***Bulk International Mail items:***

- 4.2.1. Planned, pre - sorted bulk mailings of 1000 items or more, per collection
- 4.2.2. Planned, un-sorted bulk mailings of 1000 items or more, per collection
- 4.2.3. Ad-hoc pre-sorted, bulk mailings of 1000 items or more per collection
- 4.2.4. Ad-hoc unsorted, bulk mail items of 1000 items or more per collection

##### ***Standard International Mailings:***

- 4.2.5. Mailings may be pre-sorted, unsorted, planned or on an ad-hoc basis, Mailings could be of typed address face or hand-written.
- 4.2.6. Mailings could be a mixture of envelope sizes i.e. DL, C5 and A4.

##### ***Sorted and unsorted International mail items***

- 4.2.7. Contracting Bodies may or may not be able to sort their outgoing mail into delivery locations prior to hand over of the Mail Items. Where the



Contracting Body has undertaken this task the Mail Items will be defined as Sorted Mail and there they have not been able to, the Mail Items will be defined as Unsorted Mail.

### ***Secured International mail items (Contracting Body receipted mail)***

- 4.2.8. The Authority requires a delivery service where the Supplier can evidence the delivery of such items. This 'premium' service may be used where a Contracting Body requires an item to be delivered at a specified time or within a specified time window or:
  - 4.2.8.1. Where the Contracting Body requires the item to be tracked through the mailing network; or
  - 4.2.8.2. Where the Contracting Body requires confirmation or proof of delivery (POD)
- 4.2.9. The Contracting Body shall determine the type of proof of delivery that is required to fulfil a specific requirement. This could include, but not be limited to:
  - 4.2.9.1. Delivery, no signature required.
  - 4.2.9.2. Delivery with signature required.

### ***Collection Times***

- 4.2.10. The Supplier shall work with the Contracting Body to offer a mutually acceptable collection time in relation to the collection of Mailing Items from Contracting Body premises.
- 4.2.11. Such collection times shall ensure that delivery timescales for Mailing Items, as specified in paragraph 4.2.15 can be achieved.
- 4.2.12. The collection of Mail Items from the Contracting Body premises shall be made on a free of charge basis.
- 4.2.13. The Authority accepts that on occasions, the Contracting Body may request an urgent, un-scheduled collection. The Authority acknowledges that such collections may attract a fee, however the Authority expects the Supplier to make every effort to keep such a charge to an absolute minimum.

### ***Undelivered Mail Items***

- 4.2.14. The Supplier shall have a robust process for dealing with Mail Items which have not been delivered successfully (i.e. goneaway items or incorrectly addressed items).

### ***Delivery Timescales***

- 4.2.15. The Supplier shall provide the Contracting Body with a range of delivery options as specified below, to service the various International Mailing services as a minimum these should be:



- 4.2.15.1. EU Destinations – Within 3 working days
- 4.2.15.2. Non-EU Destinations – Within 5 working days
- 4.2.15.3. RoW - 5-8 working days

### ***Bespoke Requirements***

The Supplier shall offer a range of bespoke services to the Contracting Body, as a minimum these should be;

- 4.2.15.4. Spraying the appropriate mailing indicia on to items
- 4.2.15.5. Spraying a return address on to mail items
- 4.2.15.6. Spraying a Contracting Body barcode on to the mail item

### ***Mail Integrity***

- 4.2.16. The Supplier shall ensure the physical security of all Mail Items collected from each Contracting Body from time of collection to time of delivery to the Contracting Body address or to the point of hand over of the Mail Items to the Overseas Postal Authority access point.
- 4.2.17. The Supplier shall ensure that Supplier's Personnel performing security checks on mail comply with the statutory provisions of the Aviation Security (Air Cargo Agents) Regulations of 1993 & 1998 as may be amended from time to time.

### ***Mail Inspection***

- 4.2.18. The Supplier shall have reasonable rights of access to open mailing bags and inspect Mailing Items (but not their contents), in order to verify compliance with the requirements of the service. Envelopes shall remain unopened.

### ***Track and Trace Facility***

- 4.2.19. The Supplier shall provide the Contracting Body with an online and /or telephone facility to enable the tracking of mailings at individual bag/tray level, from time of collection from the Contracting Body to the point of delivery to the Overseas Postal Authority delivery office/depot. Such facilities shall be provided to the Contracting Body on a free of charge basis.
- 4.2.20. The Supplier shall provide the Contracting Body with an online and /or telephone facility to enable the tracking of secure international Mail Items at an individual mail piece level, from time of collection from the Contracting Body to the point of delivery to the addressee. A telephone helpdesk should be made available by the Supplier to the Contracting Body; so that queries in relation to the delivery of secure International Mail items can be raised and escalated. Such facilities shall be provided to the Contracting Body on a free of charge basis.

### ***Provision of Consumables and equipment***

- 4.2.21. The Supplier shall provide Contracting Bodies with the use of the property and materials necessary for the Supplier to undertake the service



obligations in the most efficient and cost effective manner. Such property and materials may include but shall not be limited to:

- 4.2.21.1. The necessary software (including installation, training and de-commissioning) to enable the Contracting Body to interface directly with suitable approved sortation software;
- 4.2.21.2. Label printer (including associated cables, power supply unit, installation and decommissioning);
- 4.2.21.3. Printer consumables
- 4.2.21.4. Labels;
- 4.2.21.5. Mail Bags/trays;
- 4.2.21.6. Bag ties;
- 4.2.21.7. Manifest templates;
- 4.2.21.8. Mail cages

### ***Support, Training and Performance***

- 4.2.22. The Supplier shall provide a comprehensive support service.
- 4.2.23. The Service must include, but shall not be limited to:
  - 4.2.23.1. Goods and services training
  - 4.2.23.2. Mail presentation training
  - 4.2.23.3. User Guides
- 4.2.24. Supplier Personnel shall meet any security criteria as laid down by the Contracting Body at the Call Off Agreement stage e.g. Disclosure and Barring Service.

### **4.3. PROOF OF CONCEPT PILOTS**

- 4.3.1. The Supplier shall carry out pilots/trials of the goods and/or services as requested by a Contracting Body. Set up costs for any pilot shall not be charged. The duration of any pilots shall be agreed between the Contracting Body and the Supplier. However the Authority recommends that any pilot shall be for a minimum period of six months to prove the concept of the solution.
- 4.3.2. The successful conclusion of any pilot shall not guarantee the award of a longer term business or a Call Off Agreement by the Contracting Body.

## THE REQUIREMENT

### 5. LOT 5 FRANKING MACHINES AND MAIL ROOM EQUIPMENT (INCLUDING ASSOCIATED SERVICES AND CONSUMABLES)

#### 5.1. OVERVIEW

5.1.1. For the provision of franking machines and mail room equipment (including associated services and consumables), the Supplier shall provide a range of the Goods to addresses within the UK as directed by the Contracting Body and within the terms of this Framework Agreement and any Call Off Agreements. The Goods shall include, but shall not be limited to:

- 5.1.1.1. Franking machines & franking machine furniture (low, medium and high volume capacity)
- 5.1.1.2. Electronic postal scales and weighing platforms
- 5.1.1.3. Letter openers
- 5.1.1.4. Folder inserters
- 5.1.1.5. Addressing systems
- 5.1.1.6. All associated software
- 5.1.1.7. Consumables, including ink cartridges, labels etc.
- 5.1.1.8. Documents management systems (including software)
- 5.1.1.9. All other related equipment i.e. stackers.
- 5.1.1.10. Maintenance, support and training
- 5.1.1.11. Surveys – essentially fact-finding about existing kit ideally with vendor neutral analysis and further Contracting Body proposals (Provided following award of Contracting Body Call Off Agreement)
- 5.1.1.12. Finance offering the Contracting Body flexibility relating to the payment configuration, including usage of Lease Agreement for rental offerings, asset management etc.
- 5.1.1.13. The Supplier shall be able to provide the Contracting Body with a choice of new or refurbished machines.

#### ***New equipment***

- 5.1.2. A range of new goods are required under this Framework Agreement.
- 5.1.3. The price of new goods must include delivery to point of use, installation and training.
- 5.1.4. The use of reprocessed parts in new goods is welcomed, provided that the goods performance is unaffected
- 5.1.5. Parts, consumables and non-network accessories must be available for each model at least six years after manufacture ceases.

#### **Remanufactured equipment**

- 5.1.6. A range of remanufactured equipment will be required by Contracting Bodies from time to time.
- 5.1.7. The purchase price of remanufactured goods must include delivery to point of use, installation and goods and services training.
- 5.1.8. At all times and on all documents the goods must be clearly identified as remanufactured. Remanufactured equipment should perform to the



standards as specified by the Contracting Body at the time of further competition. This may include as a minimum:

- 5.1.8.1. Provision and Use of Work Equipment (PUWER) 1998,
- 5.1.8.2. Supply of Machinery (Safety) Regulations 2008
- 5.1.8.3. Health and Safety Regulations 2002
- 5.1.8.4. CE Marked supported by a Declaration of Conformity.
- 5.1.8.5. Certification to PAS 141

**This is not an exhaustive list.**

- 5.1.9. Parts, consumables and non-network accessories must be available for each model at least five years after remanufacture ceases.
- 5.1.10. Suppliers shall ensure that all equipment, parts and consumables supplied to the Contracting Body under this Framework Agreement shall meet all relevant UK and EU legislation at the time of installation and/or supply.

## **5.2. AUTHORITY REQUIREMENTS**

- 5.2.1. The Authority requirement is to ensure that a suitable range of equipment can be supplied through this Framework Agreement to fulfil the requirements of the various Contracting Body organisations which shall have access to this Framework Agreement i.e. small school or large local Contracting Body post room.
- 5.2.2. All Suppliers must offer a 12 month warranty for all items provided excluding consumables.
- 5.2.3. The Supplier shall introduce new goods and /or services to the Framework Agreement (including the catalogue) throughout the duration of the Framework Agreement, please see Appendix A to this specification.
- 5.2.4. All ink supplied with a new Franking Machine must contain the same amount of ink as an 'off the shelf' standard capacity consumable cartridge.
- 5.2.5. Any equipment supplied/offered should have the capability for network connectivity to networks which can differ widely in their configuration.
- 5.2.6. Where the Contracting Body specifies that the equipment or associated services includes the supply of software, the Supplier shall ensure that a licence to use that software is granted to the Contracting Body.
- 5.2.7. All equipment supplied through this Framework Agreement must be provided inclusive of delivery, installation and configuration; unless in the case of a self-installation model.
- 5.2.8. The Supplier shall ensure that any equipment supplied under this Framework Agreement is multi-carrier enabled i.e. will allow the Contracting Body the right to choose which mail carrier it elects to use. Any limitations or restrictions should be confirmed in advance.
- 5.2.9. The Supplier shall ensure that machines and equipment supplied under this agreement shall be compatible with a range of envelopes. Any limitations shall be detailed.
- 5.2.10. Equipment shall be capable of operation and maintenance for at least 5 years from the acceptance date by the Contracting Body.
- 5.2.11. The Supplier shall submit the date of manufacture for all items provided.
- 5.2.12. Due to changing requirements, it may be necessary to occasionally replace a machine with a different model. In these circumstances the Contracting Body reserves the right to upgrade or downgrade the machine within the



Suppliers accepted range at any time without incurring any redemption penalty on the original machine.

### **Associated Services**

- 5.2.13. Where required by the Contracting Body, associated services to be incorporated into this requirement will include as a minimum:
- 5.2.13.1. Installation
  - 5.2.13.2. Configuration
  - 5.2.13.3. Disposal
  - 5.2.13.4. Maintenance/support services
  - 5.2.13.5. Training
  - 5.2.13.6. Consumables
  - 5.2.13.7. Re-crediting Services
- 5.2.14. The associated services shall be supplied and rendered by appropriately experienced, qualified and trained Supplier Personnel with all due skill, care and diligence.
- 5.2.15. The Supplier shall undertake a full site survey and connectivity report, prior to formal acceptance of any order, to ensure fitness for purpose to meet the Contracting Body's required specification.
- 5.2.16. The Supplier shall be required to liaise with the Contracting Body to confirm the suitability of their network requirements and operational software being proposed where appropriate to the solution being proposed.
- 5.2.17. The Supplier shall confirm with the Contracting Body the implications and approach to asset tagging and asset identification where appropriate.
- 5.2.18. Where software is part of the solution procured by the Contracting Body, the Supplier shall confirm with the Contracting Body's IT management teams the IT hardware requirements for operating the software including server data storage space to accommodate the proposed solution.
- 5.2.19. All survey and connectivity reports are to be agreed and signed by both the Contracting Body and the Supplier.

### **Parts and Consumables**

- 5.2.20. The Supplier shall ensure unconstrained availability of consumables for equipment supplied for the duration of the Framework Agreement and any Call Off Agreements.
- 5.2.21. The Supplier shall ensure that Contracting Bodies are offered choice in the provision of ink cartridges for the supplied Franking Machine.
- 5.2.22. Deliveries of consumables are required to locations as specified by the Contracting Body; this may include direct delivery to a Contracting Body or office location.
- 5.2.23. All packaging used in the supply of consumables shall bear the official order number or Contracting Body details and be marked clearly for the individual delivery point.
- 5.2.24. All replacement parts, consumables and non-network accessories shall be made available by the Supplier for a minimum of 6 years after goods production ceases.

## **Delivery and Installation**

- 5.2.25. Deliveries will be required to be made by the Supplier to locations as specified by the Contracting Bodies and within the purchase order. This may include direct delivery to a Contracting Body or their office location. The Supplier shall facilitate this at no extra cost. It is the responsibility of the Supplier to ensure that they obtain all relevant information on access to the point of installation, and the responsibility of those placing orders to supply the information requested.
- 5.2.26. Standard delivery of equipment supplied under this Framework Agreement will include installation, power-on test and configuration to Contracting Body requirements (including to a network PC if necessary).
- 5.2.27. All equipment shall be supplied with a standard UK power connection.
- 5.2.28. Standard delivery and installation must include an initial on-site training or advice session to the Contracting Body's nominated staff on all operational aspects of the goods.
- 5.2.29. All equipment must be shipped price inclusive of all necessary cables and connectors required for normal operation of the equipment.
- 5.2.30. Equipment weighing more than 20 kg shall be delivered and installed in the location determined by the Contracting Body, subject to there being sufficient power and/or ventilation, reasonable access and sufficient load-bearing capability to ensure satisfactory working of the equipment. This shall be agreed in advance between the Supplier and the Contracting Body.
- 5.2.31. The Supplier shall ensure that all equipment is unpacked, sited and configured at time of installation and all packaging material shall be removed from the Contracting Body site.
- 5.2.32. All equipment shall be accompanied by all necessary documentation, i.e. operation instructions, technical specifications, safety precautions.

## **Usage information and Reports**

- 5.2.33. The Supplier shall provide to the Contracting Bodies an on-line facility for the download of usage data specific to their individual account including the varying 'parent/child' relationships within the relevant organisations where required by the Contracting Body.

## **12 Month Warranty Cover**

- 5.2.34. All goods and/or equipment supplied through this Framework Agreement must be subject to a 12 month guarantee/warranty as detailed in the Call Off Agreement. Within this period, any machine with a defect is to be repaired or replaced. The warranty should provide protection against manufacturing faults as a minimum. The Supplier shall provide web and telephone based first line response for warranty cover.
- 5.2.35. Contracting Bodies at their discretion, will receive from the Supplier a like-for-like or better replacement Franking Machine or piece of equipment should they encounter:

- a) 3 faults caused by the same component or sub-assembly; or
- b) any 5 faults on a Franking Machine.

5.2.36. No restriction will be placed on the warranty in relation to the use of third party consumables; except in cases where it has been proven beyond reasonable doubt that damage to the machine has been caused by said consumable.

***Added Value – Managed Service***

5.2.37. Under the added value mailroom management option, the Framework Agreement will enable the Supplier to offer a totally comprehensive and flexible delivery model that is tailored to the requirements of the Contracting Body. The aims of the managed service are:

- 5.2.37.1. Reduced cost
- 5.2.37.2. Reduced space and environmental impact
- 5.2.37.3. Operating efficiencies
- 5.2.37.4. Increased access to discounts and benefits from developments in the postal services market
- 5.2.37.5. Service and quality improvement
- 5.2.37.6. Inter-department and inter-organisation aggregation and collaboration
- 5.2.37.7. Improved mailroom asset management

5.2.38. In order to achieve the above, the service may include but shall not be limited to the following:

***Analysis of Mail Room Operation***

- 5.2.38.1. Mail room audit
- 5.2.38.2. Assessment of operations and efficiency
- 5.2.38.3. Assessment of current equipment and systems
- 5.2.38.4. Assessment of staff utilisation
- 5.2.38.5. Analysis of Mail Profile
- 5.2.38.6. Identifying opportunities for aggregation and collaboration both internally and externally

***Recommendations***

- 5.2.38.7. Proposals to improve mail accuracy
- 5.2.38.8. Proposals to improve staff utilisation
- 5.2.38.9. Proposals to improve postal rates achieved
- 5.2.38.10. Development of new operating procedures
- 5.2.38.11. Recommended hardware and software

***Goods and Services***



- 5.2.39. Franking solutions
- 5.2.40. Mail management
- 5.2.41. Associated goods and services

### **Re-siting of Goods**

- 5.2.42. Re-siting should be free of charge unless the Supplier and the Contracting Body have agreed previously that the re-siting is chargeable e.g. in the absence of lifts and the Supplier has received an authorised purchase Order. Any re-siting of goods should be invoiced to the Contracting Body 'at cost' with no additional margin added.

### ***Management of Goods Fleet: Flexibility***

- 5.2.43. The Authority expects flexibility from the Supplier in the management of the Contracting Body fleet, without payment of a settlement charge, where the goods is redundant due to re-organisation; merger or closure and all reasonable efforts have been made to re-site the goods within the location concerned.
- 5.2.44. The Supplier should explore opportunities where redundant devices may be re-situated across other areas of the public sector which are fit-for-purpose and where clear efficiencies can be illustrated to both the 'existing' and 'new' Contracting Bodies.
- 5.2.45. In addition, flexibility will also be needed:
- 5.2.45.1. Where a Contracting Body has goods that do not match the output requirement, i.e. a different specification may be required.
  - 5.2.45.2. Where funding is withdrawn and a Contracting Body is no longer able to meet its obligations under the Lease Agreement.
  - 5.2.45.3. Where a private finance (or similar) programme comes into effect.

### ***Upgrade and Downgrade***

- 5.2.46. In accordance with paragraph 5.2.12 above, there will be a requirement from time to time, for Contracting Bodies to upgrade or downgrade existing goods to more suitable goods due to a change in circumstances.

## **5.3. MAINTENANCE, SUPPORT AND PERFORMANCE**

### ***Maintenance Service***

- 5.3.1. The Supplier shall provide a comprehensive maintenance service that is capable of fulfilling the demands of the individual Contracting Bodies. The maintenance service is mandatory requirement regardless of whether goods supplied under this Framework Agreement is leased or purchased.
- 5.3.2. The maintenance service must include installation, testing, connection to the network, goods training, preventative and breakdown maintenance, maintenance for free of charge software, remote support, network support and firmware. Supplier's Personnel carrying out any of these services must be fully trained to manufacturer's specification.
- 5.3.3. Supplier's Personnel must be fully trained and qualified by the manufacturer to service equipment/goods.
- 5.3.4. The Supplier will be required to collect and dispose of all redundant replaced spare parts associated with the Call Off Agreement in accordance with WEEE Regulations – the Contracting Body's own facilities should not be used unless written agreement has been provided.

### ***Support***



- 5.3.5. The Supplier shall assist Contracting Bodies to achieve value for money and savings.
- 5.3.6. Suppliers must have the ability to provide bespoke 'Service Wraps' specifically for this Framework Agreement. These are to be included in all catalogues and correspondence under the titles given below. The core objective of these Service Wraps is to deliver the absolute best value for money for low, mid and high volume requirements.
- 5.3.7. The minimum requirements for each of these Service Wraps are detailed below:
  - 5.3.7.1. **NFMA Basic**  
Annual Royal Mail Inspection  
All Royal Mail and Parcelforce rate updates
  - 5.3.7.2. **NFMA Next Day Cover**  
Annual Royal Mail Inspection  
All Royal Mail and Parcelforce rate updates  
Next Day Engineer Callout
  - 5.3.7.3. **NFMA Same Day Cover**  
Annual Royal Mail Inspection  
All Royal Mail and Parcelforce rate updates  
Same Day Engineer Callout  
Preventative Maintenance
  - 5.3.7.4. **NFMA 4 Hour Cover**  
Annual Royal Mail Inspection  
All Royal Mail and Parcelforce rate updates  
4 Hour Engineer Callout  
Preventative Maintenance

## 5.4. FINANCIAL SERVICES

### Re-Crediting of Franking Machines

- 5.4.1. Suppliers shall ensure that a range of top-up facilities are provided in relation to the provision of Franking Machines, as a minimum these should be:
  - 5.4.1.1. Online top up facility
  - 5.4.1.2. Ability for Contracting Body to top up the Franking Machines according to the size of the Franking Machine
  - 5.4.1.3. Pricing for rate changes
  - 5.4.1.4. Re-crediting charges
- 5.4.2. Suppliers shall not charge a transaction charge for top up or re-crediting.
- 5.4.3. Franking Machines supplied by the Supplier through this Framework Agreement must be supported with re-crediting facilities for a minimum of 6 years from the date of sale.
- 5.4.4. Telephone numbers with UK national rate tariff shall be used for re-crediting.

### **Purchasing and Lease**

- 5.4.5. Contracting Bodies will have the option of either capital purchase or lease of equipment supplied through this Framework Agreement.

#### **Lease**

- 5.4.6. The most critical requirement is for the provision of operating leases in line with International Accounting Standards (IAS 17).
- 5.4.7. A range of lease options is required, for durations of 3, 4 and 5 years (a maximum of 6 years). From time to time other options may be required and will be agreed between the Contracting Body and the Supplier using the terms and conditions of the Lease Agreement. Residual values for equipment/goods leased over a primary period will be 40% for 3 year leases; 30% for 4 year leases; 20% for 5 year leases and 20% for 6 year leases.
- 5.4.8. Contracting Bodies will be able, at their option, to enter into a secondary period, subject to agreement by the Supplier. Secondary terms will not extend beyond 5 years (from the date of the initial primary period contract commencement date) During the secondary lease period the Contracting Body will pay the residual from the primary period (for primary lease periods upto 6 years) on the same rate basis, with the same mail costs as the primary period unless subsequently reduced by the Supplier.
- 5.4.9. Where there are additions to a good after its installation and extra lease finance is required, then that new finance will be co-terminus with the original good.

### **5.5. PROOF OF CONCEPT PILOTS**

- 5.5.1. The Supplier shall carry out Proof of Concept (POC) pilot of the goods and/or services as requested by Contracting Body. Such pilots shall be carried out on a free of charge basis. The duration of such pilots shall be agreed between the Contracting Body and the Supplier with agreed milestone dates. However the Authority recommends that such pilot shall be for a minimum period of six months to prove the concept of the solution.
- 5.5.2. The POC pilot if successful should be awarded to the successful Supplier on completion of the POC, provided before entering into a Call Off Agreement that a strict implementation procedure and plan is agreed before the POC commences.

## THE REQUIREMENT

### 6. LOT 6: ON SITE INBOUND MAIL SOLUTION (including On Site Digital Enablement Software Solutions)

#### 6.1. OVERVIEW

6.1.1. The Authority is seeking Suppliers that are able to offer Contracting Bodies a variety of delivery services/solutions for Mail Items being returned to Contracting Body premises from their customers/end users, as a minimum these should be:

- 6.1.1.1. Timed Delivery Services – whereby physical mail is delivered by the Supplier to an agreed Contracting Body location at an agreed time.
- 6.1.1.2. Pre-sorted deliveries – whereby physical mail is sorted by the Supplier in to pre-agreed selections (i.e. by floor, by Department etc.) and then delivered by the Supplier to an agreed Contracting Body location.
- 6.1.1.3. Reply Services – which allows the Contracting Body to pay in advance for the responses it received from their customers/end users
- 6.1.1.4. Numbered box services
- 6.1.1.5. Tracked/signed for services
- 6.1.1.6. Post opening services
- 6.1.1.7. Provision of software to enable the Contracting Bodies to:
  - 6.1.1.7.1. Electronically distribute scanned items of mail around the Contracting Body's organisation
  - 6.1.1.7.2. E-communications solutions i.e. text messaging (SMS), secure email, secure web-portal.
  - 6.1.1.7.3. Archive solutions
  - 6.1.1.7.4. Indexing solutions

- 6.1.1.8. X-ray solutions
- 6.1.1.9. A reliable support and service infrastructure (including support/service desk);
- 6.1.1.10. A 24 hour/7 days a week support/service (as detailed at further competition stage);
- 6.1.1.11. the ability to support and integrate with different operating systems (e.g. Windows, Linux) (as detailed at further competition stage);
- 6.1.1.12. the ability to support and integrate with varying accounting and document management systems (as detailed at further competition stage);
- 6.1.1.13. the ability to offer bespoke/off the shelf software to enable e-solutions to be utilised to drive down mail costs; as a minimum these should be unlimited text messaging (SMS), secure email, secure web-portal access.

6.1.2. The On Site Inbound Mail Solutions offered should ensure that it plays an integral part in tackling the challenges brought about by the information age by:

- 6.1.2.1. reducing Contracting Body costs
- 6.1.2.2. increasing the efficiency and sustainability of organisations document workflows
- 6.1.2.3. facilitating better governance and compliance

## 6.2. AUTHORITY REQUIREMENTS

### **Basic Services:**

6.2.1. For those Contracting Bodies who have a requirement for their Mail Items to be delivered to their premises, the Supplier shall offer the Contracting Bodies a full range of Onsite Inbound Mail Delivery Solutions including:

- 6.2.1.1. Timed Delivery Services
- 6.2.1.2. Pre-sorted Deliveries
- 6.2.1.3. Numbered Box Services
- 6.2.1.4. Tracked/signed for services

6.2.2. The Supplier shall collate all Mail Items addressed to the Contracting Body and deliver the items to the Contracting Body premises at a time agreed between the Supplier and the Contracting Body.

6.2.3. The Supplier shall offer the Contracting Body firm and realistic times for the delivery of mail under these services.

6.2.4. Where required by the Contracting Body, the Supplier shall collate all Mail Items addressed to the Contracting Body and sort the items into a pre-agreed format prior to the delivery of the items to the Contracting Body premises. The required level of sortation shall be agreed between the Supplier and the Contracting Body. This could include:

- 6.2.4.1. Individual named personnel
- 6.2.4.2. Departmental Level
- 6.2.4.3. Floor Level within a building

- 6.2.5. The Supplier and the Contracting Body shall agree in advance where the mail delivery point(s) shall be. This could be to one location or multiple locations within the Contracting Body premises. This may also require the Supplier to deliver mail to different floors within the Contracting Body's building.
- 6.2.6. Where required by the Contracting Body, the Supplier shall offer the Contracting Body the provision of a numbered box service which will allow the Contracting Body to collect the mail from the physical box. The Contracting Body may require the numbered box to be located on their premises or at an alternative address. The location of the box will be agreed between the Contracting Body and the Supplier.
- 6.2.7. The Supplier shall provide the Contracting Body with an address for the numbered box which can be used in all correspondence issued by the Contracting Body. Where appropriate and where required by the Contracting Body, the address of the numbered box should keep the actual address of the Contracting Body anonymous from its customers/end users.
- 6.2.8. The Supplier shall deliver all Mail Items addressed to the numbered box at a time agreed between the Supplier and the Contracting Body.
- 6.2.9. The Supplier shall ensure the physical security of all Mail Items in its possession from the time of collection to the time of delivery to the agreed Contracting Body delivery point.
- 6.2.10. Where required by the Contracting Body, the Supplier solution should be capable of offering a tracking solution, so that the Contracting Body has proof of delivery by the Supplier or so that Mail Items can be tracked internally once delivered. This may require but not be limited to the Supplier affixing a barcode to an item or batch of items, which will enable them to be scanned at the Contracting Body site. Such solutions shall be agreed between the Supplier and the Contracting Body.
- 6.2.11. Where required by the Contracting Body, the Supplier will date stamp all Mail Items.
- 6.2.12. All Mail Items shall remain unopened, unless the Contracting Body has agreed in writing that the items can be opened by the Supplier prior to the delivery at the Contracting Body delivery point. Such agreement will be made in advance between the Supplier and the Contracting Body including any security requirements associated with such a provision.
- 6.2.13. All Contracting Body requirements shall be agreed between the Supplier and Contracting Body in advance.
- 6.2.14. Suppliers shall ensure that all Supplier personnel involved in the delivery of the Contracting Body requirements are vetted, instructed and trained by the Supplier to ensure that Contracting Bodies security, safety and confidentiality requirements are met in full by the Supplier's personnel at all times.

**Mail Screening**

- 6.2.15. As part of the Onsite Inbound Mail Solution, the Supplier shall screen Mail Items for a range of hazardous items and materials. This Service should be performed in a safe and secure off-site facility prior to final delivery to the Contracting Body premises.
- 6.2.16. The Supplier shall collect/receive all mail types from mail carriers and other appropriate organisations.
- 6.2.17. Suppliers shall have the equipment and procedures in place to identify and manage the safe disposal of the hazards identified in the table below:

Group:	Description:	Including:
1.	Discrete threat objects and bulk materials	Explosive and incendiary devices, firearms and ammunition, knives, blades and other sharp items, offensive material, bulk chemicals, bulk biological materials, bulk radiological materials
2.	White powders	Hazardous chemicals (explosive & narcotic), goods with a crystalline, waxy or liquid nature, goods which may be present in small quantities which are not identifiable via methods used in Group 1.

- 6.2.18. The Supplier shall ensure that all equipment used in the provision of its mail screening services is kept up to date and that there is a process in place to update equipment and processes to take on board any new threats which are identified through the life of the Framework Agreement.
- 6.2.19. Standard operating procedures must be provided to show how the Supplier will identify, contain and respond appropriately to any threat found at any stage of the mail screening process.
- 6.2.20. The Supplier shall ensure that they provide a suitable number of Supplier personnel trained to use the screening equipment at all times. The number of trained Personnel shall respond to fluctuations in demand and also for planned and unplanned absence.
- 6.2.21. The Supplier must ensure that adequate support and maintenance arrangements are in place for all screening equipment to ensure that operations are not affected by planned or unplanned machine downtime.
- 6.2.22. Should canine screening be required by the Contracting Body, the Supplier shall provide sufficient canine resource to search all mail deliveries for identified sites, and fully comply with animal welfare legislation.
- 6.2.23. The Supplier may be required to facilitate the provision of a more specialist service by Contracting Bodies. Such requests will be defined by the Contracting Body at Call Off stage.

**Post Opening:**

- 6.2.24. Where required by the Contracting Body, the Supplier shall open mail on site at the Contracting Body premises. Supplier personnel performing this requirement shall ensure that they comply at all times with the health and



safety requirements and security policies and procedures of the Contracting Body.

**On Site Digital Enablement Software Solutions -**

- 6.2.25. The On Site Digital Enablement Software Solutions shall be installed at the Contracting Body's premises to be operated by the Contracting Body's staff unless stated otherwise at Call Off Agreement stage.
- 6.2.26. Where the Contracting Body has a requirement for their Mail Items to be scanned, electronically delivered, indexed and archived, the Supplier's software solution shall have the ability to transfer low to high volume paper records into a digital format within agreed timescales. Documents once converted will need to be accessible by Contracting Bodies utilising this service through an intuitive electronic search database for instant retrieval.
- 6.2.27. The Suppliers solution shall be capable of being able to accommodate document originals in many formats including, but not limited to, hand written notes, mono and colour documentation etc.
- 6.2.28. The Suppliers solution must be capable of ensuring that scanned documents can be saved in both PDF and other contemporary formats as specified by the Contracting Bodies at Call Off Agreement stage Similarly, the facility must include the ability to record, catalogue or number images as required.
- 6.2.29. The Suppliers solution shall utilise as far as possible, any existing equipment owned or leased by the Contracting Body. Including but not limited to:
  - 6.2.29.1. Scanners
  - 6.2.29.2. Letter opening equipment
  - 6.2.29.3. Servers
- 6.2.30. The Suppliers shall work with the Contracting Body to implement a secure solution and one which is compatible with the security requirements of the Contracting Body's organisation. This could include:
  - 6.2.30.1. ISO 27001
  - 6.2.30.2. N3 (the national broadband network for the English National Health Service (NHS))
  - 6.2.30.3. Code of Connection (CoCo) Compliance
  - 6.2.30.4. Government Connection Code (GCSX)
  - 6.2.30.5. Citrix Secure Gateway
- 6.2.31. The Supplier shall work with the Contracting Body to implement a secure solution and one which is compatible with the Contracting Body's internal operating systems. This could include but shall not be limited to:
  - 6.2.31.1. Thin Client systems
  - 6.2.31.2. Fat Client systems
  - 6.2.31.3. Internet Explorer, Google, Firefox etc.
  - 6.2.31.4. Web plug-ins
  - 6.2.31.5. Flash, Java, Silverlight
  - 6.2.31.6. Windows XP, 7, 8 etc.
  - 6.2.31.7. Screen Reader software and other disability adaptation software

- 6.2.32. The most critical requirement is for the provision of a solution which will enable the Contracting Body to perform an On Site Digital Enablement Software Solutions utilising existing kit or equipment.
- 6.2.33. To achieve extensive network usage, the provision of supporting software is also critical. Any such software or drivers should be tested and should comply with the Contracting Body's existing infrastructure.
- 6.2.34. A range of open architecture, technology neutral software is required, including software which will enable the scanning, electronic delivery, indexing and archiving of Mail Items within the Contracting Body organisation. All software referred to in the scope of the Framework Agreement must be available within the Supplier's goods and services portfolio and shall clearly communicate the software manufacturer and level of support provided/required.
- 6.2.35. Wholly bespoke software or customisation of standard software may be required and will be subject to specifications and terms agreed between the Contracting Body and the Supplier at the Call Off Agreement stage.
- 6.2.36. Purchase price for software should include delivery and installation. Suppliers shall make Contracting Bodies aware of how the software is licensed; all upgrade and refresh costs, version notification and control against associated hardware and legacy software.
  - 6.2.36.1. The Supplier shall be responsible for the provision of training and shall specify the minimum training requirements to the Contracting Body.
  - 6.2.36.2. The provision of software packages procured under this Framework Agreement will normally be on the basis of a co-terminus deal, unless otherwise specified by the Contracting Body at the Call Off Agreement stage.
  - 6.2.36.3. Any software or drivers should be tested with all mission critical applications as defined by the Contracting Body.

### **6.3. SOFTWARE**

- 6.3.1. The Authority recognises and accepts that Supplier solutions will vary and that whilst some Supplier solutions will require no software at all in order to deliver the Onsite Inbound Mail Solution, others will require the provision of supporting software. Any such software or drivers should be tested and comply with the Contracting Body's existing infrastructure.
- 6.3.2. Where the Supplier's solution is centred on the provision of software i.e. in the provision of an On Site Digital Enablement Software Solutions, the following should be demonstrated:

- 6.3.2.1. A range of open architecture software may be required, including, as a priority, where appropriate software for clustering/consolidation, accounting, email notification etc. All software referred to in the scope of the Framework Agreement must be available within the Supplier's goods and services portfolio and must clearly communicate the software manufacturer and level of support provided.
- 6.3.2.2. The software, including version used, must be maintained and supported at least until the goods and services for use with which it was installed are no longer in use.
- 6.3.2.3. Wholly bespoke software or customisation of standard software may be required and will be subject to specifications and terms agreed between the Contracting Body and the Supplier.
- 6.3.2.4. Purchase price for software should include delivery and installation. The Supplier shall make Contracting Bodies aware of how the software is licensed; all upgrade and refresh costs, version notification and control against associated hardware and legacy software.
- 6.3.2.5. The Supplier shall be responsible for the provision of training and shall specify the minimum training requirements to the Contracting Body.
- 6.3.2.6. The provision of software packages procured under this Framework Agreement will normally be on the basis of a co-terminus deal, unless otherwise specified by the Contracting Body.
- 6.3.2.7. Any software or drivers should be tested with all mission critical applications as defined by the Contracting Body.
- 6.3.2.8. The Supplier shall offer a comprehensive maintenance and support package.

### **Hosting Services**

- 6.3.3. Data handling and validation may include the provision of the following services:
  - 6.3.3.1. Development of the specification of data extracts;
  - 6.3.3.2. Physical, secure transfer of extract data from source systems in multiple organisations to the location where the validation and loading process is to be undertaken;
  - 6.3.3.3. Regular refreshing of extract data, to support a refresh schedule throughout the lifetime of this Framework Agreement and any Call-Off Agreements;
  - 6.3.3.4. Processing capability for checking the quality and completeness of source data and to facilitate the ability to correct data errors within the source data prior to loading into the solution;
  - 6.3.3.5. Management of continuous improvement of data quality, through an iterative cleansing and mapping process;
  - 6.3.3.6. Building, operating, hosting and maintaining an analysis database ensuring that it is appropriately structured and optimised and has sufficient hardware resources to operate efficiently and effectively;
  - 6.3.3.7. Loading all extract data into this analysis database.

### **Software support & maintenance**

6.3.4. Suppliers shall provide a catalogue of prices for support and maintenance of their systems which will be freely available for Contracting Bodies to utilise when purchasing support and maintenance services. These support and maintenance services will include as a minimum;

#### 6.3.4.1. Catalogue content

6.3.4.1.1. The catalogue acts as the only route for Contracting Bodies to enter into Call Off Agreements via direct award.

6.3.4.1.2. The catalogue must include but shall not be limited to the provision of the following goods and services:

6.3.4.1.2.1 Licences for individual software modules

6.3.4.1.2.2 Licences for common configurations of modules for whole systems

6.3.4.1.2.3 Consultancy rates for installation, integration, application design, systems architecture, data migration and software development

6.3.4.1.2.4 Support and maintenance services

#### 6.3.4.2. The Supplier shall manage the catalogue as follows;

6.3.4.2.1. Ensure pricing submitted for the catalogue remains current for at least one calendar year and that a live catalogue remains in place throughout the Framework Period.

6.3.4.2.2. Review the catalogue content, including pricing, at least once every calendar year.

6.3.4.2.3. Ensure that the catalogues are submitted to the Authority in the correct format and with all required content.

6.3.4.2.4. Ensure that all sales related to a catalogue purchases are recorded and reported appropriately to the Authority via their monthly Management Information return.

### **Delivery**

6.3.5. The Supplier shall notify the Contracting Bodies of the expected delivery date for each placement.

6.3.6. The Supplier shall provide regular updates to the Contracting Bodies to ensure project progress is monitored with the reporting frequency to be agreed on a case by case basis, with the Contracting Body.

### **Installation and Training**



- 6.3.7. The Supplier shall provide a project plan to the Contracting Body detailing the installation and training process.
- 6.3.8. Installation, testing and on-site/off-site training or re-training shall be provided in support of each and every solution at no additional cost.
- 6.3.9. Close liaison (prior, ongoing & post installation) with the Contracting Body's IT management teams will be required on an ongoing basis.
- 6.3.10. Training shall be ongoing, unless the Supplier and the Contracting Body agree that the primary operators have achieved a competent level of training
- 6.3.11. The Supplier shall record the frequency and training content with a view to regular updates to the Contracting Body, with the reporting frequency to be agreed on a case by case basis, with each Contracting Body.

### ***Service Response Times***

- 6.3.12. The Supplier shall provide a comprehensive maintenance service that is capable of fulfilling the demands of Contracting Bodies for all software supplied in the provision of the solution.

### **6.4. MAINTENANCE, SUPPORT AND PERFORMANCE**

- 6.4.1. Where software is provided to support the provision of an On Site Digital Enablement Software Solutions, it is essential that the Supplier can provide a comprehensive maintenance service that is capable of fulfilling the demands of the individual Contracting Body. The maintenance service is mandatory requirement regardless of whether software is leased or purchased.
- 6.4.2. The service must include installation, testing, connection to the network, goods and services training, preventative and breakdown maintenance, maintenance for free of charge software, remote support, network support and firmware. Technicians carrying out any of these services must be fully trained to manufacturer's specification.
- 6.4.3. The Supplier shall ensure that the maintenance and support provided reduces the risk of downtime, and ensuring business continuity as a result.

### ***Electronic Fault Reporting***

- 6.4.4. Where appropriate or requested, all software supplied must be capable of alerting the Contracting Body as to its functional status. This will include alerts for defects, poor quality print, engineer required and any fault that will cause loss of functionality to the service or for the service to be in any way unusable. Alerts will be sent to an agreed e-mail address. The e-mail must not include any information that could be used to breach agreed security.
- 6.4.5. Where e-maintenance is offered the solution must be capable of alerting the Supplier as to its functional status and the Supplier must react to an alert as soon as it is received.

### **Business recovery**

- 6.4.6. The Supplier will have business recovery plans in place in respect of all its service offerings and must be able to provide copies of the plans where requested to do so by the Authority or Contracting Bodies.

### **E – maintenance/remote services**

- 6.4.7. An e-maintenance/remote service shall be offered by the Supplier. This service will be designed to negate or decrease the level of contracting body required interaction between the end-user and the Suppliers' solutions. Wherever possible, this should include OEM/multi-vendor/legacy goods and services.

### **Help Desk**

- 6.4.8. The Supplier shall make available to the Contracting Body a single point of contact capable of logging and dealing with all service/maintenance/support/IT infrastructure faults or calls in order to respond accordingly.

### **Service Desk**

- 6.4.9. The Service Desk acts as the primary user interface between the Contracting Body's IT users and the information system function. The role of the Service Desk is to take ownership of all calls made to it, and to ensure that the Contracting Bodies are provided with incident resolutions.
- 6.4.10. The Service Desk shall be ITIL compliant and may include, but shall not be limited to, the provision of the following services:
- 6.4.10.1. A logical 'Single Point of Contact' for all user contacts
  - 6.4.10.2. Contacts can be by telephone, email, and fax.
  - 6.4.10.3. Contact answering
  - 6.4.10.4. Accurate recording of all contacts
  - 6.4.10.5. Timely updating of contact data
  - 6.4.10.6. Contact categorisation including contact type and severity levels
  - 6.4.10.7. Contact prioritisation
  - 6.4.10.8. Instigation of escalation procedures as appropriate
  - 6.4.10.9. Direct and prompt resolution of contacts
  - 6.4.10.10. Providing timely and accurate information to users
  - 6.4.10.11. Obtaining Contracting Body's agreement or signoff prior to the closure of any contact
  - 6.4.10.12. Active ownership, tracking and management of all contacts within scope – to ensure contacts are resolved
  - 6.4.10.13. To keep the caller updated of the status of any contact where they are unlikely to be resolved or completed within the agreed time
  - 6.4.10.14. To update appropriate IT and user management of the status of all high priority and service affecting contacts
  - 6.4.10.15. Where necessary provide on-site support to the repair process

### ***Out of hours maintenance and support***

- 6.4.11. The Supplier shall agree with the Contracting Body a process whereby 'out of hours' support is made available when required. The conditions and costs associated with this support will be agreed on an individual basis between the Contracting Body and the Supplier at the Call Off Agreement stage.

### ***Disaster recovery services***

- 6.4.12. The Supplier shall provide to the Contracting Body their Disaster Recovery Plan. This plan should relate to the types of services/support the Supplier has been contracted to provide.

### ***Maintenance Services***

- 6.4.13. The provision of maintenance services for software applications within the scope of this Lot (inclusive of any customisation) as a minimum these should be:

- 6.4.13.1. Break-fix support
- 6.4.13.2. Advisory services on the implementation of pre-built patches that the Contracting Body has rights to deploy/is licensed to use by the relevant software owner
- 6.4.13.3. Development, testing and implementation of bug fixes (or such bug fixes where available from the relevant software owner, advisory services in the implementation thereof)
- 6.4.13.4. Development, testing and implementation of workarounds where bug fix is not possible (or such bug fixes where available from the relevant software owner advisory services in the implementation thereof)
- 6.4.13.5. Development, testing and implementation of all necessary updates to ensure that the software undertakes all processing in line with all appropriate taxation, law and regulation (or such bug fixes where available from the relevant software owner advisory services in the implementation thereof)
- 6.4.13.6. Monitoring of the operation of the software in order to assure application and information availability and integrity
- 6.4.13.7. Provision of a knowledge-base of known issues and solutions in respect of the software
- 6.4.13.8. Provision of release notes to customers
- 6.4.13.9. Assistance with upgrading, replacing, or otherwise changing the software

### ***User Support***

- 6.4.14. User support may include but shall not be limited to the provision of the following services;

- 6.4.14.1. Access to user documentation pertaining to the solution, including system manuals, User Guides, on-line help, FAQs;
- 6.4.14.2. Updating of documentation to reflect new versions of the Supplier solution;
- 6.4.14.3. Provision of operational support as part of their application management service;
- 6.4.14.4. Provision of second line operational support and help desk services to the Contracting Bodies users in respect of the solution and its associated activities investigation and resolution of all technical issues arising from reported problems;
- 6.4.14.5. Provision of a single service management system for incident management, problem resolution and change management, with a designated account manager as a single point of contact for user support

## **6.5. FINANCIAL SERVICES**

### ***Purchasing and Lease***

- 6.5.1. Contracting Bodies will have the option of either capital purchase or lease of Software supplied through this Framework Agreement

### ***Lease***

- 6.5.2. The most critical requirement is for the provision of operating leases in line with International Accounting Standards (IAS 17).
- 6.5.3. A range of lease options is required, for durations of 3, 4 and 5 years (a maximum of 6 years). From time to time other options may be required and will be agreed between the Contracting Body and the Supplier using the terms and conditions of the Lease Agreement.
- 6.5.4. Contracting Bodies will be able, at their option, to enter into a secondary period, subject to agreement by the Supplier. Secondary terms will not extend beyond 5 years (from the date of the initial primary period contract commencement date) During the secondary lease period the Contracting Body will pay the residual from the primary period (for primary lease periods up to 6 years) on the same rate basis, with the same mail costs as the primary period unless subsequently reduced by the Supplier.
- 6.5.5. Where there are additions to Software after its installation and extra lease finance is required, then that new finance will be coterminous with the original agreement.

## **6.6. PROOF OF CONCEPT PILOTS**

- 6.6.1. The successful Supplier shall carry out Proof of Concept (POC) pilot of the goods and/or services as requested by Contracting Body. Such pilots shall be carried out on a free of charge basis. The duration of such pilots shall be agreed between the Contracting Body and the Supplier with agreed



milestone dates. However the Authority recommends that such pilot shall be for a minimum period of six months to prove the concept of the solution.

- 6.6.2. The POC pilot if successful should be awarded to the successful Supplier on completion of the POC, provided before entering into a Call Off Agreement that a strict implementation procedure and plan is agreed before the POC commences.

## THE REQUIREMENT

### 7. LOT 7: OFF SITE DIGITAL INBOUND MAIL SOLUTION

#### 7.1. OVERVIEW

7.1.1. The Authority's requirement is Suppliers that are able to offer Contracting Bodies a variety of delivery services/solutions for Mail Items being returned to Contracting Body premises from their customers/end users, as a minimum these should be:

- 7.1.1.1. Post opening services
- 7.1.1.2. Post scanning services
- 7.1.1.3. Electronic distribution of items within the Contracting Body's organisation
- 7.1.1.4. Archive solutions
- 7.1.1.5. Indexing solutions
- 7.1.1.6. Secure destruction of physical items
- 7.1.1.7. Banking services for cashable items received by the Contracting Bodies.
- 7.1.1.8. 'Cherished'/valuable document handling process to ensure the timely repatriation of the item to the customer of the Contracting Body
- 7.1.1.9. a reliable support and service infrastructure (including support/service desk);
- 7.1.1.10. a 24 hour/7 days a week support/service (as detailed at further competition stage);
- 7.1.1.11. the ability to support and integrate with different operating systems (e.g. Windows, Linux) (as detailed at further competition stage);
- 7.1.1.12. the ability to support and integrate with varying accounting and document management systems (as detailed at further competition stage);
- 7.1.1.13. the ability to offer bespoke/off the shelf software to enable e-solutions to be utilised to drive down mail costs, including but not limited to unlimited text messaging (SMS), secure email, secure web-portal access.

7.1.2. The Off Site Digital Inbound Mail Solutions offered should ensure that it plays an integral part in tackling the challenges brought about by the information age by:

- 7.1.2.1. Reducing Contracting Body costs
- 7.1.2.2. Increasing the efficiency and sustainability of organisations document workflows
- 7.1.2.3. Facilitating better governance and compliance

#### 7.2. AUTHORITY REQUIREMENTS



- 7.2.1. The Authority is seeking to award a Framework Agreement which shall allow Contracting Bodies access to a range of Off Site Digital Inbound Mail services and solutions.
- 7.2.2. The Authority intends to enable new technologies in the market and support the Governments drive to 'Digital by Default'.
- 7.2.3. A digital solution would enable Contracting Bodies mail to be opened in one place, scanned to capture a digital image of that item, store that image in a digital library and move a copy of that image through a workflow solution. It is envisaged that the digitisation of mail will provide benefits to Contracting Bodies such as, significantly reduced risk of data loss with paper no longer flowing from post rooms to back offices, to teams, to storage etc.
- 7.2.4. The Supplier shall be capable of delivering an Offsite Digital Inbound Mail Solution to the Contracting Bodies utilising this Framework Agreement.
- 7.2.5. The Off Site Digital Inbound Mail Solution shall be performed at the Supplier premises.
- 7.2.6. The Supplier shall ensure that any premises used in the provision of an Off Site Digital Inbound Mail Solution are secure and meets the security requirements of the Contracting Bodies. The Supplier shall facilitate the Contracting Body's a site visits, where required to ensure that the Digital Inbound Mail facility provides adequate security in line with the Contracting Body requirements and policies.
- 7.2.7. Where required by the Contracting Body, the Suppliers shall open mail in accordance with the instructions received from the Contracting Body in advance of the commencement of the Call Off Agreement.
- 7.2.8. Any Mail Items identified by the Contracting Body as commercially sensitive or where other restrictions may apply the Supplier shall not open these items. The Supplier and Contracting Body shall work in partnership to ensure a sensitivity mark/security mark or other means of identifying these items is agreed so that they can be easily identifiable from other Mail Items. Where an item bares a protective mark, then these items will be delivered to the addressee unopened.
- 7.2.9. Contracting Bodies may have a requirement for banking services. The exact requirement will be agreed between the Supplier and the Contracting Body at the time of further competition however the requirement may include:
  - 7.2.9.1. Reconciliation
  - 7.2.9.2. Record keeping
  - 7.2.9.3. Physical banking of the cashable items within pre-determined timescales
- 7.2.10. Contracting Bodies may receive 'cherished'/valuable documents from their customers from time to time. 'Cherished'/valuable documents could include:
  - 7.2.10.1. Bank information i.e. bank books, bank statements, bank cards etc
  - 7.2.10.2. Certificates i.e. birth, death, marriage certificates
  - 7.2.10.3. Passport
  - 7.2.10.4. Driving licence

**This is not an exhaustive list.**

- 7.2.11. The Contracting Bodies shall provide details of the range/types of 'cherished'/valuable documents likely to be received at the time of further competition.
- 7.2.12. The Supplier shall agree in advance with the Contracting Bodies how such items are to be dealt with. No 'cherished'/valuable document shall be destroyed and all items must be returned to the customer/end user. The Contracting Body and Supplier shall agree whether the responsibility for returning 'cherished'/valuable documents falls to the Contracting Body or the Supplier and the timescales required for the repatriation of such documents.
  - 7.2.12.1. 'Cherished'/valuable documents shall not be date stamped or marked in any way.
  - 7.2.12.2. The loss of any 'cherished'/valuable document shall be reported to the Contracting Body immediately and investigated in accordance with the process as agreed between the Contracting Body and Supplier.
- 7.2.13. The Supplier shall ensure that individual signatures are obtained for all inbound Mail Items that require a signature. Receipt of recorded and registered (or equivalent) items shall be documented by the Supplier in accordance with the Contracting Body requirements.
- 7.2.14. The Supplier solution should be capable of offering the Contracting Body with a choice of how it receives the Mail Item. This could include:
  - 7.2.14.1. Receipt of the physical Mail Items which will be sorted and delivered as per the agreement made in advance between the Supplier and the Contracting Body.
  - 7.2.14.2. Scanned PDF or equivalent
  - 7.2.14.3. Batch file
  - 7.2.14.4. Individual email
  - 7.2.14.5. Indexed and archived files which can be accessed by Contracting Body's staff
- 7.2.15. Where the Contracting Body requirement is for a solution which requires the Supplier to scan and electronically distribute Mail Items, then the Supplier and the Contracting Body shall agree whether there is a requirement to retain the physical Mail Items and if so the period that the Mail Items should be retained for, in line with the Contracting Body's security policy. The Contracting Body and the Supplier shall also agree how and where the items will be stored and for what period.
- 7.2.16. Where a Contracting Body does not require that the physical Mail Item be retained, the Supplier and the Contracting Body shall agree how the Mail Items shall be destroyed and disposed of in line with the Contracting Body's security policy.



- 7.2.16.1. The Supplier shall ensure that all items that are marked for destruction will be destroyed within 24 hours of receiving instructions from the Contracting Body.
  - 7.2.16.2. No items shall be destroyed without written instruction from the Contracting Body.
  - 7.2.16.3. The Supplier shall provide written or electronically stored confirmation of the date on which an item was destroyed and the reason for its destruction.
- 7.2.17. Where there is a requirement to outsource the Contracting Body's inbound mail requirement, then this will be agreed between the Supplier and the Contracting Body at the time of the Call Off Agreement stage. The Supplier and the Contracting Body shall agree at the Call Of Agreement stage specific areas such as Service Levels, entry & exit strategies as well as communications strategies.

### **Document Scanning**

- 7.2.18. The Supplier shall have the ability to transfer low to high volume paper records into a digital format within agreed timescales. Documents once converted will need to be accessible by Contracting Bodies utilising this service through an intuitive electronic search database for instant retrieval.
- 7.2.19. The Supplier shall have necessary tools, processes, procedures and resource to accommodate document originals in many formats including, but not limited to, hand written notes, mono and colour documentation etc.
- 7.2.20. Scanned documents will need to be saved in both PDF and other contemporary formats as specified by the Contracting Bodies. Similarly, any facility must include the ability to record, catalogue or number images as required.
- 7.2.21. The Supplier shall have capacity to handle confidential information. The Supplier shall be expected to demonstrate security procedures appropriate to the Contracting Body's needs, and to propose potential secure solutions to Contracting Bodies in the handling of the documents.
- 7.2.22. The Supplier shall hold and maintain accreditation to ISO 27001 or equivalent accreditation.
- 7.2.23. Where a data loss occurs within the Digital Inbound Mail Solution i.e. scanning, indexing functionality etc and the Contracting Body can demonstrate that the data has not successfully been delivered, then it will be the Supplier's responsibility to immediately investigate and retrieve any data from a back up repository or carry out an immediate re-scan.

### **7.3. SOFTWARE**

- 7.3.1. The Authority recognises and accepts that the Supplier solutions will vary. Software or drivers should be tested and comply with the Contracting Body's existing infrastructure.
- 7.3.2. Where the Supplier's solution is centred on the provision of software, the following should be demonstrated:
  - 7.3.2.1. A range of open architecture software may be required, including, as a priority, where appropriate software for

clustering/consolidation, accounting, email notification etc. All software referred to in the scope of the Framework Agreement must be available within the Supplier's goods and services portfolio and must clearly communicate the software manufacturer and level of support provided/required.

- 7.3.2.2. The software, including version used, must be maintained and supported at least until the goods and services for use with which it was installed are no longer in use.
- 7.3.2.3. Wholly bespoke software or customisation of standard software may be required and will be subject to specifications and terms agreed between the Contracting Body and the Supplier at the Call Of Agreement stage.
- 7.3.2.4. Purchase price for software should include delivery and installation. Suppliers must make Contracting Bodies aware of how the software is licensed; all upgrade and refresh costs, version notification and control against associated hardware and legacy software.
- 7.3.2.5. The Supplier shall be responsible for the provision of training and shall specify the minimum training requirements to the Contracting Body.
- 7.3.2.6. The provision of software packages procured under this Framework Agreement will normally be on the basis of a co-terminus deal, unless otherwise specified by the Contracting Body.
- 7.3.2.7. Any software or drivers should be tested with all mission critical applications as defined by the Contracting Body.
- 7.3.2.8. The Supplier shall offer a comprehensive maintenance and support package.

### **Hosting Services**

- 7.3.3. Data handling and validation may include but shall not be limited to the provision of the following services:
  - 7.3.3.1. Development of the specification of data extracts;
  - 7.3.3.2. Physical, secure transfer of extract data from source systems in multiple organisations to the location where the validation and loading process is to be undertaken;
  - 7.3.3.3. Regular refreshing of extract data, to support a refresh schedule throughout the lifetime of this Framework Agreement and any Call Off Agreements;
  - 7.3.3.4. Processing capability for checking the quality and completeness of source data and to facilitate the ability to correct data errors within the source data prior to loading into the solution;
  - 7.3.3.5. Management of continuous improvement of data quality, through an iterative cleansing and mapping process;
  - 7.3.3.6. Building, operating, hosting and maintaining an analysis database ensuring that it is appropriately structured and optimised and has sufficient hardware resources to operate efficiently and effectively;
  - 7.3.3.7. Loading all extract data into this analysis database.

### **Catalogue content**

- 7.3.4. The catalogue acts as the only route for Contracting Body's users to enter into Call Off Agreement via direct award.
- 7.3.5. The catalogue must include as a minimum the provision of the following goods and services:
  - 7.3.5.1. Licences for individual software modules
  - 7.3.5.2. Licences for common configurations of modules for whole systems
  - 7.3.5.3. Consultancy rates for installation, integration, application design, systems architecture, data migration and software development

### **Support and maintenance services**

- 7.3.6. The Supplier shall manage the catalogue as follows:
  - 7.3.6.1. Ensure pricing submitted for the catalogue remains current for at least one calendar year and that a live catalogue remains in place throughout the term of their Framework Agreement.
  - 7.3.6.2. Review the catalogue content, including pricing, at least once every calendar year.
  - 7.3.6.3. Ensure that the catalogues are submitted to the Authority in the correct format and with all required content.
  - 7.3.6.4. Ensure that all sales related to a catalogue purchases are recorded and reported appropriately to the Authority via their monthly management information return.

### ***Delivery***

- 7.3.7. The Supplier shall notify the Contracting Body of the expected delivery date for each placement.
- 7.3.8. The Supplier shall provide regular updates to the Contracting Body to allow project monitoring and assessment of the progress with the reporting frequency to be agreed on a case by case basis, with the Contracting Bodies.

### ***Installation and Training***

- 7.3.9. A project plan shall be supplied by the Supplier to the Contracting Body detailing installation and training process.
- 7.3.10. Installation, testing and on-site/off-site training, or re-training shall be provided by the Supplier in support of each and every solution at no additional cost.
- 7.3.11. Supplier's close liaison (prior, ongoing & post installation) with the Contracting Body's IT management teams will be required on an ongoing basis.
- 7.3.12. Training shall be ongoing, unless the Supplier and the Contracting Body agree that the primary operators have achieved a competent level of training.
- 7.3.13. The Supplier shall record the frequency and training content with a view to regular updates to the Contracting Body, with the reporting frequency to be agreed on a case by case basis, with each Contracting Body.

### ***Service Response Times***

- 7.3.14. The Supplier must provide a comprehensive maintenance service that is capable of fulfilling the demands of Contracting Bodies for all software supplied in the provision of the solution.

## **7.4. MAINTENANCE, SUPPORT AND PERFORMANCE**

- 7.4.1. The Supplier shall provide a comprehensive maintenance service that is capable of fulfilling the demands of the individual Contracting Bodies. The maintenance service is mandatory requirement regardless of whether software is leased or purchased.
- 7.4.2. The service must include installation, testing, connection to the network, goods and services training, preventative and breakdown maintenance, maintenance for free of charge software, remote support, network support and firmware. Technicians carrying out any of these services must be fully trained to manufacturer's specification.
- 7.4.3. The Supplier shall ensure that the maintenance and support provided reduces the risk of downtime, and ensuring business continuity as a result.

### ***Electronic Fault Reporting***

- 7.4.4. Where appropriate, all software supplied must be capable of alerting the Contracting Body as to its functional status. This will include alerts for defects, poor quality print, engineer required and any fault that will cause



loss of functionality to the service or for the service to be in any way unusable. Alerts will be sent to an agreed e-mail address. The e-mail must not include any information that could be used to breach agreed security.

- 7.4.5. Where e-maintenance is offered the solution must be capable of alerting the Supplier as to its functional status and the Supplier shall react to an alert as soon as it is received.

### ***Business recovery***

- 7.4.6. The Supplier shall have effective and proven business recovery plans in place in respect of all its service offerings and must be able to demonstrate their rigour upon request.

### ***E – maintenance/remote services***

- 7.4.7. An e-maintenance/remote service shall be offered. This service will be designed to negate or decrease the level of Contracting Body required interaction between the end-user and the Suppliers' solutions. Wherever possible, this should include OEM/multi-vendor/legacy goods and services.

### ***Help Desk***

- 7.4.8. The Supplier shall make available to the Contracting Body a single point of contact capable of logging and dealing with all service/maintenance/support/IT infrastructure faults or calls in order to respond accordingly.

### ***Service Desk***

- 7.4.9. The Service Desk acts as the primary user interface between the Contracting Body's IT users and the information system function. The role of the Service Desk is to take ownership of all calls made to it, and to ensure that the Contracting Bodies are provided with incident resolutions.
- 7.4.10. The Service Desk must be ITIL Compliant and may include the provision of the following services:

- 7.4.10.1. A logical 'Single Point of Contact' for all user contacts
- 7.4.10.2. Contacts can be by telephone, email, and fax.
- 7.4.10.3. Contact answering
- 7.4.10.4. Accurate recording of all contacts
- 7.4.10.5. Timely updating of contact data
- 7.4.10.6. Contact categorisation including contact type and severity levels
- 7.4.10.7. Contact prioritisation
- 7.4.10.8. Instigation of escalation procedures as appropriate
- 7.4.10.9. Direct and prompt resolution of contacts
- 7.4.10.10. Providing timely and accurate information to users
- 7.4.10.11. Obtaining Contracting Body's agreement or signoff prior to the closure of any contact
- 7.4.10.12. Active ownership, tracking and management of all contacts within scope – to ensure contacts are resolved
- 7.4.10.13. To keep the caller updated of the status of any contact where they are unlikely to be resolved or completed within the agreed time
- 7.4.10.14. To update appropriate IT and user management of the status of all high priority and service affecting contacts
- 7.4.10.15. Where necessary provide on-site support to the repair process

***Out of hours maintenance and support***

- 7.4.11. The Supplier shall agree with the Contracting Body a process whereby out of hours support is made available when required. The conditions and costs associated with this support will be agreed on an individual basis between the Contracting Body and the Supplier at the Call Off Agreement stage.

***Disaster recovery services***

- 7.4.12. The Supplier shall make available to the Contracting Body their disaster recovery plan. This plan should relate to the types of services/support the Supplier has been contracted to provide.

***Maintenance Services***

- 7.4.13. The provision of maintenance services for software applications within the scope of this Lot (inclusive of any customisation) shall include as a minimum:
  - 7.4.13.1. Break-fix support
  - 7.4.13.2. Advisory services on the implementation of pre-built patches that the customer has rights to deploy/is licensed to use by the relevant software owner
  - 7.4.13.3. Development, testing and implementation of bug fixes (or such bug fixes where available from the relevant software owner, advisory services in the implementation thereof)
  - 7.4.13.4. Development, testing and implementation of workarounds where bug fix is not possible (or such bug fixes where available from the relevant software owner advisory services in the implementation thereof)
  - 7.4.13.5. Development, testing and implementation of all necessary updates to ensure that the software undertakes all processing in line with all

appropriate taxation, law and regulation (or such bug fixes where available from the relevant software owner advisory services in the implementation thereof)

- 7.4.13.6. Monitoring of the operation of the software in order to assure application and information availability and integrity
- 7.4.13.7. Provision of a knowledge-base of known issues and solutions in respect of the software
- 7.4.13.8. Provision of release notes to customers
- 7.4.13.9. Assistance with upgrading, replacing, or otherwise changing the software

**User Support**

7.4.14. User support may include the provision of the following services;

- 7.4.14.1. Access to user documentation pertaining to the solution, including system manuals, User Guides, on-line help, FAQs;
- 7.4.14.2. Updating of documentation to reflect new versions of the Supplier solution;
- 7.4.14.3. Provision of operational support as part of their application management service;
- 7.4.14.4. Provision of second line operational support and help desk services to the Contracting Bodies users in respect of the solution and its associated activities investigation and resolution of all technical issues arising from reported problems;
- 7.4.14.5. Provision of a single service management system for incident management, problem resolution and change management, with a designated account manager as a single point of contact for user support

**7.5. FINANCIAL SERVICES**

- 7.5.1. The Authority needs to make provision for Contracting Bodies who do not wish to purchase software outright. The primary method for financing will be through a fixed priced rental option.

**Leases**

- 7.5.2. The use of Third party leasing is permitted by the Authority but this will be subject to agreement between the Contracting Body and the Supplier.

**7.6. PROOF OF CONCEPT PILOTS**

- 7.6.1. The successful Supplier shall carry out Proof of Concept (POC) pilot of the Services as requested by Contracting Body. Such pilots shall be carried out on a free of charge basis. The duration of such pilots shall be agreed between the Contracting Body and the Supplier with agreed milestone dates. However the Authority recommends that such pilot shall be for a minimum period of six months to prove the concept of the solution.
- 7.6.2. The POC pilot if successful should be awarded to the successful Supplier on completion of the POC, provided before entering into a Call Off Agreement that a strict implementation procedure and plan is agreed before the POC commences.

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## APPENDIX A:

### ADDITIONAL GOODS AND/OR SERVICES INTRODUCTION PROCEDURE

- i. The reality of the mail market is that Goods and /or Services have a limited life cycle. In recognising this, the Authority will manage the additional Goods and/or Services introduction procedure that assesses and authorises each proposed additional Goods and/or Services introduced which meets the pre-specified requirements.
- ii. The procedure will ensure the additional Goods and/or Services have been assessed under the same criteria as for this Tender, though new standards and legislative requirements may be added as they come into effect. The Authority does not wish to support change for change's sake – each additional Goods and/or Services must offer tangible benefits and increased value to justify the change. The original tendered specification will form the basis of any agreed variation.
- iii. The Authority does not expect increased costs with additional Goods and/or Services. Indeed the Authority anticipates that improved technology will lead to reduced total cost of ownership with each successive model, as well as increased value.
- iv. The areas of assessment will be:
  - Technical specification
  - Sustainability performance
  - Standards and security conformance
  - Total cost of ownership