

FRAMEWORK SCHEDULE 2: GOODS AND DELIVERY OF PURCHASED GOODS AND KEY PERFORMANCE INDICATORS

PART A: GOODS AND DELIVERY OF PURCHASED GOODS

INTRODUCTION

Crown Commercial Service (the Authority) is seeking to establish a Framework Agreement for the provision of Crown Office Supplies. The Framework Agreement shall comprise of 2 individual Lots as detailed in paragraph 1 of this Framework Agreement.

The Framework Agreement shall be for an initial period of two (2) years; the Authority may extend the duration of the Framework Agreement for any period or periods up to a maximum of two (2) years in total from the expiry of the Initial Framework Period.

The purpose of this Framework Schedule 2 Goods and delivery of purchased Goods and Key Performance Indicators Part A: (Goods and delivery of purchased Goods) is to provide a description of the Goods and delivery of purchased Goods that the Supplier shall be required to deliver to Contracting Authorities under the lotting structure of this Framework Agreement.

The information published in section VI.3 of the OJEU Notice provides a list of the UK Central Government Departments, their Agencies and Arm's Length Bodies and all other Contracting Authorities whom may be eligible to access this Crown Office Supplies Framework Agreement.

The Goods and delivery of purchased Goods required under the lotting structure of this Framework Agreement and all Standards set out in this specification and Appendices may be refined (to the extent permitted and set out in Framework Schedule 5 (Call Off Procedure)) by a Contracting Authority during a Call Off Procedure to reflect its Service Requirements for entering a particular Call Off Contract.

This Framework Agreement shall be managed centrally by the Authority and the Call Off Contracts shall be managed by the Contracting Authorities.

The Procurement has been advertised by publishing a Contract Notice in the OJEU advertising the Open Procedure under Regulation 27 of the Public Contracts Regulations 2015 (the "Regulations").

As a key part of the government's agenda on the transition of departmental spend on common goods and services, it is intended that this Framework Agreement shall be viewed as the default position for sourcing Office Supplies equipment.

Details of Contracting Authorities who plan to source their Office Supplies requirement using this Framework Agreement, and the dates when they expect to establish their Call Off Contracts can be found in Attachment 13: Implementation Plan.

1 DESCRIPTION OF LOTS 1 AND 2

- 1.1 All Goods and delivery of purchased Goods under the Lotting structure of this Framework Agreement are the types of requirements arising under each Lot. In utilising the Lots, Contracting Authorities shall not be restricted to seeking the specific Services listed under each sub-category (as long as their requirements are relevant to the broad heading of the Lot and within the scope of the OJEU Notice). The Framework Agreement consists of the following two Lots:

Description of Lot 1

Lot 1 - Office Supplies

Lot 1 includes:

- office stationery as defined in the Core List for Lot 1.
- office paper such as cut paper and board as defined in the Core List.
- catering goods such as tea, coffee, cups and plastic cutlery as defined in the Core List.
- janitorial goods such as signage, locks, washroom supplies, and waste containers as defined in the Core List.
- small office machines such as adding machines, label making machines, paper shredding machines and laminators as defined in the Core List.
- electronic media such as CDs, DVDs and USB drives, as defined in the Core List.

The Crown Office Supplies Core List for Lot 1 only as shown in Annex B of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators contains details of the Goods currently purchased by Contracting Authorities. Suppliers shall note that in addition to the high volume goods detailed in the Core List, items which the Contracting Authority considers to be critical to its business needs are also listed.

Provision of all items shown in the Core List as detailed in Annex B is a mandatory requirement of the Framework Agreement.

Description of Lot 2

Lot 2 - Electronic Office Supplies (EOS)

Lot 2 includes:

- electronic office supplies such as fax and printer toner cartridges as defined in the Core List for Lot 2.
- The provision of toner waste collection and recycling which shall be provided to Contracting Authorities.

The Crown Office Supplies Core List for Lot 2 only as shown in Annex C of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators contains details of the Goods currently purchased by Contracting Authorities.

2 MANDATORY REQUIREMENTS – FOR ALL CONTRACTING AUTHORITIES

2.1 This paragraph provides details of the mandatory requirements relative to the specific lot that Suppliers shall fulfil in their entirety in order to meet the requirements of this Framework Agreement. It is important that Suppliers take time to fully understand this important part of the requirement. All mandatory requirements (a through to s) shall be required to commence from the start date of the Call Off Contracts with the Contracting Authorities.

Mandatory Requirements – All Lots

- a) **Minimum Quality Standards, All Lots - Mandatory Requirements** - The Supplier shall comply with all aspects of the minimum quality standards mandatory requirement. Please refer to paragraph 3.1 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- b) **Ethical Sourcing, All Lots - Mandatory Requirements** – The Supplier shall comply with minimum ethical sourcing standards in order to support HM Government’s adoption and ratification of the International Labour Organisation (ILO) “Declaration on Fundamental Principles and Rights at Work” and its eight “Key Conventions”. Please refer to paragraph 3.2 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- c) **Customer Support, All Lots - Mandatory Requirements** - The Supplier shall provide a Customer Support service which fully meets all the requirements of this Framework Agreement and the needs of the Contracting Authorities as detailed in paragraph 3.3 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- d) **Delivery and Delivery Coverage, All Lots - Mandatory Requirements** – The Supplier shall provide a full UK national delivery service, including Northern Ireland, Scotland and Wales, and an overseas delivery service where specified by Contracting Authorities as detailed in paragraph 3.4 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- e) **Delivery Service Options, All Lots - Mandatory Requirements** – The Supplier shall provide Contracting Authorities with a choice of delivery service levels as detailed in paragraph 3.5 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- f) **Complaints Handling, All Lots - Mandatory Requirements** – The Supplier shall have in place a robust and auditable complaints procedure as detailed in paragraph 3.6 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- g) **Product Catalogue, All Lots - Mandatory Requirements** – The Supplier shall comply with all aspects of the provision of a product catalogue which can be accessed via different digital platforms as detailed in paragraph 3.7 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- h) **Ordering, All Lots - Mandatory Requirements** – The Supplier shall comply with all aspects of ordering requirements as detailed in paragraph 3.8 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- i) **Security, All Lots - Mandatory Requirements** – The Supplier shall be required to have all delivery personnel appropriately security cleared and comply with HMG Baseline Personnel Security Standard / Security Policy Framework as detailed in paragraph 3.9 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- j) **Cyber Essentials, All Lots - Mandatory Requirements** – The Supplier shall comply with all aspects of Cyber Essentials. As detailed in paragraph 3.10 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- k) **Sustainability, All Lots - Mandatory Requirements** – The Supplier shall comply with all aspects of the sustainability mandatory requirements. As detailed in paragraph 3.11 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.

- l) Environmental Considerations, All Lots - Mandatory Requirements** – The Supplier shall comply with all aspects of the environmental considerations mandatory requirement. As detailed in paragraph 3.12 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators

Mandatory Requirements – Lot 1 Only

- m) Core List Mandatory Requirements Lot 1 Only** - The Supplier shall provide all items that are included in the Core List as described in paragraph 4.1 and Annex B of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- n) Non-Core List Mandatory Requirements Lot 1 Only** – The Supplier shall ensure that they provide a Non-Core list as described in 4.2 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- o) Minimum Quality Standards Lot 1 Only** – The Supplier shall comply with all aspects of the minimum quality standards mandatory requirement. Please refer to paragraph 4.3 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.

Mandatory Requirements – Lot 2 Only

- p) Core List Mandatory Requirements Lot 2 Only** - The Supplier shall provide all items that are included in the Core List as described in Annex C of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- q) Minimum Quality Standards Lot 2 Only** - The Supplier shall comply with all aspects of the minimum quality standards mandatory requirement. Please refer to paragraph 5.2 and xx of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.

Additional Requirements – All Lots

- r) Supplier Personnel, All Lots – Additional Requirements** – The Supplier shall ensure that Supplier Personnel have the appropriate skills in Supplier systems to deliver the required standard. As detailed in paragraph 6.1 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- s) Account Management, All Lots - Additional Requirements** - The Supplier shall provide the Authority with a named Account Manager, by email, within five (5) Working Days of signing the Framework Agreement. The nominated Account Manager shall have a minimum of two years' relevant industry experience. As detailed in paragraph 6.2 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- t) Implementation Of Contracting Authorities' Call Off Contract, All Lots - Additional Requirements** – The Supplier shall comply with the requirements of the Framework Schedule 23: Implementation Plan. As detailed in paragraph 6.3 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- u) Supply Chain, All Lots - Additional Requirements** – The Supplier shall effectively manage their supply chains which are relevant to the fulfilment and delivery of the Crown Commercial Office Supplies Framework Agreement. As detailed in paragraph 6.4 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators

Additional Requirements – Lot 2 Only

- v) Social Value, Lot 2 Only - Additional Requirements** - The Supplier shall comply with all aspects of the social value mandatory requirement. As detailed in paragraph 7.1 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators

3 Mandatory Requirements – All Lots

3.1 Minimum Quality Standards, All Lots - Mandatory Requirements

- 3.1.1 The Supplier shall ensure that the packaging of all products supplied under this Framework Agreement is in accordance with the latest Government packaging standards which can be found at the following link: <https://www.gov.uk/government/publications/packaging-essential-requirements-regulations-guidance-notes>
- 3.1.2 The Supplier shall at all times seek to minimise the amount of packaging required for safe delivery of the products supplied. When required by the Authority and/or the Contracting Authorities the Supplier shall provide details of the packaging utilised and whether it is obtained from recycled / sustainable sources.
- 3.1.3 All packaging for paper and paper consumables shall not contain Polyvinyl chloride (PVC).
- 3.1.4 The Supplier shall ensure that all electrically energised equipment supplied to the Contracting Authorities under this Framework Agreement shall conform to the following standards:
- (i) BSEN 62368 -1:2014-1:2006+A1:2010 incorporating A11:2009 or replacement standards that are currently prevailing and safety marked.

3.2 Ethical Sourcing, All Lots - Mandatory Requirements

- 3.2.1 The Supplier shall ensure that, where the manufacture or supply of the Goods is from outside of the UK the product suppliers operations shall be carried out in accordance with the health and safety legislation/regulations in that country.
- 3.2.2 Suppliers shall ensure that they comply with minimum ethical sourcing standards in order to support HM Government's adoption and ratification of the International Labour Organisation (ILO) "Declaration on Fundamental Principles and Rights at Work" and its eight "Key Conventions". The numbered conventions and their aims are:
- (i) Freedom of Association and Collective Bargaining (C87, C98)
 - (ii) Equal Remuneration and Discrimination (C100, C111)
 - (iii) Forced Labour (C29, C105)
 - (iv) Child Labour (C182, C138)
- 3.2.3 The Authority reserves the right to request any information relating to Ethical Sourcing as it may require to ensure it has a transparent view of the supply chain at any time during the lifetime of this Framework Agreement period.

3.3 Customer Support, All Lots - Mandatory Requirements

The Supplier shall provide a helpdesk service that shall comply with the following:

- 3.3.1 The helpdesk shall operate from 07:00 until 19:00 Monday to Friday throughout the year, excluding public holidays.
- 3.3.2 The helpdesk service shall support the online and offline catalogue and online and offline ordering system as per paragraph 3.3 of Framework Schedule 2: Goods and delivery of purchased Goods Key Performance Indicators.
- 3.3.3 All calls shall be answered in accordance with the Key Performance Indicators set out in Part B of Framework Schedule 2: Goods and delivery of purchased Goods Key Performance Indicators.

- 3.3.4 All calls shall be charged at no more than a standard call rate (no premium rate telephone numbers). Standard rate in the UK means calls to Local and National numbers beginning 01, 02 and 03. Excluded numbers include non-geographic numbers (e.g. 0871) and Premium Rate services.
- 3.3.5 The Supplier shall ensure that all Supplier Personnel appointed to the helpdesk have the relevant skills in customer relations, and have received training to address the requirements of Contracting Authority staff with specific needs.
- 3.3.6 The Supplier shall ensure that all Supplier Personnel appointed to the helpdesk have the appropriate security clearance to work on a Contracting Authority's account as detailed in the following link: <https://www.gov.uk/government/publications/hmg-personnel-security-controls>
- 3.3.7 The Supplier shall provide online operating guidance to the Authority and Contracting Authorities, as well as a generic Frequently Asked Questions/information page to support the completion of Contracting Authorities' Orders. This information shall be available at the Framework Commencement Date.

3.4 Delivery and Delivery Coverage, All Lots - Mandatory Requirements

- 3.4.1 The Supplier shall provide a full UK national delivery service, including Northern Ireland, Scotland and Wales (including the Scilly Isles and Scottish Islands).
- 3.4.2 When required by a Contracting Authority, the Supplier shall provide an overseas delivery service from the UK. The Supplier shall provide a direct delivery service, and shall utilise the Contracting Authority's existing carriers and routes. Contracting Authorities shall confirm within their Call Off Contract whether they shall require overseas deliveries.
- 3.4.3 Historical delivery location details which are based upon the current Framework Agreement provision are available in Lot 1 Datapack and Lot 2 Datapack, which will be provided to suppliers upon completion of a Non-Disclosure Agreement.
- 3.4.4 Historical delivery location details are provided as an information guide only. The frequency, timings, delivery sites and any special requirements for the Contracting Authorities shall be specified in the individual Call Off Contracts established under this Framework Agreement.
- 3.4.5 The Supplier shall make deliveries to a Contracting Authority site between the hours of 08:00 to 17:00 Monday to Friday throughout the year excluding public holidays in accordance with the delivery option selected by the Contracting Authorities within their Call Off Contract. Deliveries shall not be accepted on Saturdays, Sundays or Public Holidays unless previous notification is given and approved by the Contracting Authority.
- 3.4.6 The Supplier shall ensure:
- (i) The Contracting Authority provides a postcode for delivery
 - (ii) A call to the contact number provided by the Contracting Authority is made 1 hour prior to delivery
 - (iii) That a signature from a representative of the Contracting Authority is obtained for each delivery;
 - (iv) That any special delivery requirements set out in an individual Contracting Authority's Call Off Contract is complied with
 - (v) That no deliveries shall be left unattended either inside or outside of any building until a delivery signature is obtained;
 - (vi) In the event of a query, proof of delivery shall be provided to Contracting Authorities
 - (vii) That the provision and removal of all pallets, containers and cages are in accordance with the individual Contracting Authority's Call Off Contract requirements.

- 3.4.7 The Supplier shall ensure that all products are packed and labelled by each individual Contracting Authorities order. Each delivery shall be accompanied by a delivery note which as a minimum shall include the following:
- (i) The name of person who placed the order;
 - (ii) The name and delivery address of the recipient;
 - (iii) The purchase order number;
 - (iv) The product code and description;
 - (v) The quantity of parcels packed for each order;
 - (vi) The number of products in each parcel.
- 3.4.8 In the event any Contracting Authorities are not be able to accept partial or incomplete orders due to additional invoice costs, this shall be highlighted at the individual Call Off Contract under this Framework Agreement. The Supplier shall ensure that where this requirement is requested, they guarantee that the deliveries are fulfilled in a single drop.
- 3.4.9 In the event that the Supplier is unable to make a complete delivery the Contracting Authority shall not be charged for any subsequent deliveries to fulfil the requirement.
- 3.4.10 The Supplier shall have the capability to electronically track all orders from point of order through to final delivery destination.

3.5 Delivery Service Options, All Lots - Mandatory Requirements

- 3.5.1 The Supplier shall provide Contracting Authorities with a choice of delivery service options which shall be specified by the Contracting Authorities within their individual Call Off Contract established under this Framework Agreement. The Supplier shall at all times provide a cost effective delivery option as outlined in the service delivery options listed below:
- (i) Delivery Option 1 – electronic transactions which comprise of a single delivery once a week consolidating all Orders received up to point of fulfilment, to a single delivery point, with no consolidation of invoices;
 - (ii) Delivery Option 2 - electronic transactions which comprise of a single 24 hour/next day delivery to a single delivery point;
 - (iii) Delivery Option 3 - manual transactions which comprise of twice weekly deliveries consolidating all Orders received up to point of fulfilment. Deliveries to a single delivery point, with no consolidation of invoices. Deliveries to multiple locations within a site (including deliveries to desk);
 - (iv) Delivery Option 4 - A bespoke option for Ministry of Defence (MoD) which comprises of next day, twice weekly, weekly, desktop delivery, delivery to a single point, multi drop deliveries, electronic transactions and manual transactions.
- 3.5.2 Details of the bespoke delivery service requirements for MoD, including ordering is listed at Annex A of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.
- 3.5.3 Within each of the above delivery service options (i) – (iv) there shall be a requirement for deliveries to sites where security processes are in place as set out in paragraph 3.9, Please refer to Annex A of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.

3.6 Complaints Handling, All Lots - Mandatory Requirement

- 3.6.1 The Supplier shall have a robust and auditable complaints procedure for logging, investigating, managing, escalating and resolving complaints initiated by the Contracting Authorities and their users.
- 3.6.2 The complaints procedure shall comply with the following:

- (i) All Complaints shall be logged and acknowledged within twenty-four (24) hours of receipt.
- (ii) All complaints shall be resolved within five (5) working days of the original complaint being made unless otherwise agreed with the Contracting Authorities.
- (iii) The Supplier shall replace any returned or faulty goods that are the same in price and quality within ten (10) working days from when the complaint made.
- (iv) All complaints shall be recorded, together with the actions and timescales taken to resolve the complaint.
- (v) The Supplier shall analyse and identify any pattern of complaints and bring these to the attention of the Authority during Supplier Review Meetings as per paragraph 6.2.7 of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators Framework Agreement.

3.6.3 The Supplier shall have in place an escalation route for any complaints that have not been resolved within the specified timescales as detailed in clause 47 of the Framework Agreement.

3.6.4 If the Supplier fails to deliver the correctly ordered product, or the quantity required, the Supplier shall provide the correct product and/or quantity to the Contracting Authority without any additional cost, and within 24 hours of the error being identified, Monday to Friday excluding bank holidays.

3.6.5 In the event of an order being placed correctly by a Contracting Authority, and in response a Supplier delivers faulty, incorrect products or wrong quantity the Contracting Authority shall not pay for these products.

3.6.6 The Contracting Authority shall advise the Supplier of any incorrect products within ten (10) Working Days and, if they wish to retrieve such products, the Supplier shall do so at their own expense and at a time agreed with the Contracting Authority.

3.7 Product Catalogue, All Lots - Mandatory Requirements

3.7.1 The Supplier shall produce product catalogues as defined below which should include all items shown within the Core List of products for Lot 1 and Lot 2. This shall be accessible via but not limited to the following options:

- (i) Produced in a digital format capable of being searched using electronic search tools;
- (ii) The CCS Government e-Marketplace;
- (iii) For access via Contracting Authorities P2P systems or equivalent);

3.7.2 The Supplier shall also provide hard copy catalogues when requested by Contracting Authorities, the quantities of which shall be defined within their individual Call Off Contracts established as part of this Framework Agreement. This shall be known as the offline product catalogue.

3.7.3 Both the online product catalogue and offline product catalogue shall include each of the products identified within the Core List for Lot 1 and Lot 2, as shown in Annex B and Annex C of this Framework Agreement Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators.

3.7.4 The Supplier shall not disclose any materials which have been created specifically for purposes of this Framework Agreement, without the explicit written permission of the Authority.

3.7.5 The Supplier shall ensure that the following information for all of the individual Core and Non-Core products for Lot 1 and Lot 2 in the online product catalogue and offline product catalogue:

- (i) A photographic image, which is a true representation of the product
- (ii) A description of the product, including size and dimension
- (iii) The name of the manufacturer of the product
- (iv) The product code number;

(v) The denomination of pack size and quantity of the product

(vi) The price of the individual product based on the denomination of quantity excluding VAT;

3.7.6 The online product catalogue for the CCS Government eMarketplace shall require the completion of a Content Loader File in the format required by the Contracting Authority this shall be provided by the Supplier at the time of Framework award. A copy of the Content Loader File can be obtained at <http://suppliers.procsolve.com/pm>

3.7.7 The Supplier shall carry out any modifications or changes to the on line catalogue with minimum disruption to the Contracting Authorities and shall be completed during out of normal office working hours.

3.7.8 Timing of any such changes shall be agreed in advance with the respective Contracting Authorities.

3.8 Ordering, All Lots - Mandatory Requirements

3.8.1 The online product catalogue system shall include the following functionality:

(i) It shall have the ability to be modified to meet the specific Information Technology (IT) requirements of individual Contracting Authorities. Details shall be defined within the Call Off Contract, established under this Framework Agreement.

(ii) The online product catalogue shall be provided through a user friendly and intuitive system which is easy to navigate from initial login to final completion of order.

(iii) The Contracting Authorities shall be able to create an unlimited number of online accounts with individual password protected log in details

(iv) The Supplier shall provide on request from Contracting Authorities, a new password for the named account. The new password shall be sent to the nominated email address within a period of 24 hours from initial request.

(v) The Supplier's online product Catalogue system shall be suitable for uploading into Contracting Authorities eProcurement systems. Details shall be defined within the Call Off Contract, established under this Framework Agreement.

3.8.2 The Supplier shall ensure that the following functionalities shall be included in the Online Catalogue:

(i) A basket of goods

(ii) A pre populated shopping list of previously most used items

(iii) A generic product index which covers all of the individual Core and Non-Core products for Lot 1 and Lot 2

(iv) Details of the Supplier customer support helpdesk including telephone and fax numbers, and e-mail address

(v) Visual display of when products are out of stock

3.8.3 The Supplier shall be able to accept purchase orders from all Contracting Authorities using the Framework Agreement from 07.00 until 19.00 Monday to Friday, throughout the year, excluding bank holidays.

3.8.4 The Supplier shall have the ability to create purchase orders which have been raised using the Online product catalogue and Offline product Catalogue by the following means:

(i) Online Orders

(ii) E-mail;

(iii) Telephone;

(iv) Post and fax

- 3.8.5 Orders raised by Contracting Authorities using the online product catalogue system shall have the capability to support a Punch-Out system and provide a "purchase to pay" functionality. Suppliers shall note that where required the online product catalogue ordering system shall be capable of being integrated with Contracting Authorities procurement and financial systems for example Oracle, SAP.
- Details of these systems shall be ascertained with respect to Contracting Authorities within the Call Off Contracts established under this Framework Agreement.
- 3.8.6 The online product catalogue and the online ordering system shall be compatible with the requirement of ISO 27001 Information Security Management standard as follows: <http://www.iso.org/iso/home/standards/management-standards/iso27001.htm> or equivalent standard, and Information Age Government Security Framework as follows: www.gov.uk/government/uploads/system/uploads/attachment_data/file/316182/Security_Policy_Framework_-_web_-_April_2014.pdf or equivalent standard.
- 3.8.7 The Supplier shall provide an immediate notification to the Contracting Authorities in all instances where orders placed via the online product catalogue and offline product catalogue are rejected and subsequently cancelled by the Supplier.
- 3.8.8 The method in which such notifications are communicated to Contracting Authorities shall be agreed within the Call Off Contract established under this Framework Agreement

3.9 Security, All Lots - Mandatory Requirements

- 3.9.1 The Supplier shall have in place security clearance which meets the differing requirements of the Contracting Authorities, and shall ensure full compliance with the standards set out in the following link: <https://www.gov.uk/government/publications/hmg-personnel-security-controls>.
- 3.9.2 The Supplier shall ensure that Contracting Authorities information and data (electronic and physical) shall be collected, held and maintained in a secure and confidential manner and in accordance with the Terms of the Framework Agreement and any Call Off Contract.

3.10 Cyber Essentials, All Lots - Mandatory Requirements

- 3.10.1 It is mandatory for Suppliers by the date of the Framework Agreement or at a later date when Cyber Essentials Data are received by the Supplier to demonstrate that they meet the technical requirements prescribed by Cyber Essentials. This is in order to further reduce the levels of cyber security risks in their supply chains. The Cyber Essentials Scheme and the related Assurance Framework both indicate that there are two levels of protection in dealing with cyber security risks. These include a more basic level of assurance which is known as Cyber Essentials and a more advanced level of assurance known as "Cyber Essentials Plus". With regard to goods, Suppliers shall demonstrate that they have achieved the level of assurance known as Cyber Essentials. Suppliers shall demonstrate this in one of the ways listed below:
- 3.10.2 A Supplier has a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies within the most recent 12 months; or
- 3.10.3 A Supplier has not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies but is working towards gaining it, and shall confirm that it has been awarded a current and valid Cyber Essentials certificate by one of the government approved accreditation bodies by the date of the Framework Agreement or a later date when Cyber Essentials Data are received by the Supplier; or
- A Supplier has not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies, but can demonstrate (or, shall be able to demonstrate by the date of the Framework Agreement or a later date when Cyber Essentials Data are received by the Supplier) that its organisation meets the technical requirements prescribed by the Cyber Essentials Scheme as detailed in the following link: <https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf> and that the Supplier can provide evidence of verification by a technically competent and independent third party (which has

taken place within the most recent 12 months) that its organisation demonstrates compliance with Cyber Essentials technical requirements.

- 3.10.4 The Supplier shall throughout the Framework Period and any Call Off Contract Period renew its Cyber Essentials certificate immediately after the expiration of a period of 12 consecutive months from the date that the same was first issued or last renewed; or where the Supplier does not have a Cyber Essentials certificate but has provided evidence from a technically competent and independent third party that its organisation demonstrates compliance with Cyber Essentials requirements, it shall immediately after the expiration of a period of 12 months from any date that such evidence was provided, provide the Authority or a Customer as the case may be with evidence of the same kind by way of a renewal of the demonstration that it is able to comply with Cyber Essentials requirements.
- 3.10.5 Details about the Cyber Essentials Scheme and the Assurance Framework can be accessed via the following link: <https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>
- 3.10.6 If the Supplier implements certificate based authentication mechanisms then this aspect of the service shall have Scheme or equivalent certification at the commencement date of the Implementation and Go Live stage. Scheme requirements can be located at <http://www.tscheme.org/>
- 3.10.7 Where the Supplier proposes to use Subcontractors, third party supplier or supporting service which is already assured then evidence this accreditation is still valid should be provided together with any associated residual risks.
- 3.10.8 Data Security Offshoring Approval: The Supplier shall obtain approval from GSIRO through the Contracting Authority for the off-shored elements supplied under the Framework Agreement where:
- 3.10.9 There is a Pan-government dataset risk spanning more than one department; OR
Where part or all of the Stationary is delivered from a location or third party supplier which is:
- (i) NOT a country within the EEA;
 - (ii) NOT a country where the European Commission has made positive findings of adequacy;
or
 - (iii) NOT Safe Harbour approved.
- 3.10.10 The Security Residual Risk statement shall state where the Employee Benefits is to be delivered from any location(s) outside the UK to enable a Service consumer to assure compliance with any Departmental Offshoring Policy.
- 3.10.11 Privacy-related Data Protection/Governance: The Service shall process HMG User's Personal Identifiable Information (PII) and privacy related data. The Service shall therefore need to comply with the current UK legislation – The Data Protection Act. Prior to the Service storing HMG User data the Supplier shall be required to support the Contracting Authority in obtaining the Departmental Data Controller's approval. In support of this approval the Supplier shall produce, for agreement by the Contracting Authority, a Privacy Impact Assessment (PIA).
- 3.10.12 The Supplier shall be cognisant of supporting HMG compliance with EU data protection legislation/regulation throughout the life of the Crown Office Supplies Framework Agreement.
- 3.10.13 Users shall be able to request the personal information the Supplier is storing about them and the Supplier shall provide the User with a copy of the personal data they hold which the User is entitled to see under the Data Protection Act 1998. The Supplier shall request proof of the Users identity before providing any information and reserve the right to refuse to provide information requested if identity is not established.

3.11 Sustainability, All Lots - Mandatory Requirements

- 3.11.1 The Authority requires that the Supplier consider the relevance of sustainability at all lifecycle stages of the Goods and delivery of purchased Goods provided under this framework. This includes not only consideration of commercial needs and minimisation of negative impacts with

the maximisation of positive impacts on society, the environment. The Supplier shall seek to reduce the sustainability impacts in all lifecycle stages including in design, raw materials choice, manufacture, storage, delivery and end of life disposal.

3.11.2 The Supplier shall comply fully with the following government standards for the duration of this Framework Agreement: www.gov.uk/government/policies/sustainable-development

3.12 Environmental Considerations, All Lots – Mandatory Requirements

The government is committed to environmental improvement through integrating environmental protection and sustainable development into its decision-making processes in respect of both the execution of its core functions and responsibilities and the management of day-to-day operations.

The Supplier shall work with the Authority and Contracting Authorities to identify opportunities to introduce innovation, reduce cost and waste and ensure sustainable development is at the heart of their operations. This shall include but is not limited to product rationalisation and standardisation; leverage opportunities within the Supplier's supply chain and reviewing order placement methods, frequency and quantity. The Supplier shall be required to work with Authority during the Framework Period in meeting this strategy.

The Supplier shall provide information on new or improved environmentally preferable products when they become commercially available and, promote their use under the Framework Agreement. The Supplier may also be asked to provide information/work with the Authority and/or Contracting Authorities in respect to the following initiatives:

- (i) Carbon emission reduction / footprint
- (ii) Energy efficiency
- (iii) Waste reduction/management e.g reduction in packaging materials
- (iv) Demand management/Product rationalisation
- (v) Information, support and promotion of sustainable products
- (vi) Assistance in developing sustainable strategies
- (vii) Management reports to help corporate responsibility objectives
- (viii) Advice on specific projects to reduce waste and carbon
- (ix) Reduce, Reuse, Recycle
- (x) Recycling and disposal processes for various product categories.

4 Mandatory Requirements – Lot 1 Only

4.1 Core List Lot 1 Only - Mandatory Requirements

- 4.1.1 All of the products listed in Annex B of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators shall become the "Core List for Lot 1 only".
- 4.1.2 The Supplier shall meet with the Authority at six monthly intervals throughout the lifetime of this Framework Agreement as in accordance with Framework Schedule 8: Framework Management. They shall review the Crown Office Supplies Core List for Lot 1 to ensure it continually reflects the highest volume items purchased by Contracting Authorities.
- 4.1.3 The Supplier shall ensure that all products in the Core List for Lot 1 (Annex B) are available from the Framework Commencement Date. The Supplier shall also offer new products to be included in the Core List in accordance with Framework Schedule 19: Variation Form.
- 4.1.4 The Supplier shall identify further opportunities to rationalise and standardise the products included in the Crown Office Supplies Core List for Lot 1. The Supplier shall also offer new, innovative and cost effective products to be considered for inclusion in the Core List as a result of developments in the Office Supplies market. Such offerings shall be made in accordance with Framework Schedule 19: Variation Form.

4.2 Non-Core Lot 1 Only – Mandatory Requirements

- 4.2.1 The Supplier shall make available to the Contracting Authorities the products within their online and offline product catalogues which are not included within the Core List. These products shall be known as Non-Core products. The range of the Non-Core products shall be adjusted over the lifetime of the Framework Agreement to reflect products which are consistently in high demand. Such products shall be transferred from the range of Non-Core products to the Core List as and when agreed with the Contracting Authorities, in accordance with their Call Off Contracts.
- 4.2.2 The review shall consider the removal of goods that have low demand requirements or have become obsolete.
- 4.2.3 The ordering of Non-Core products shall require prior approval from the relative Contracting Authorities’ authorised personnel. Details shall be defined within the Call Off Contract established under this Framework Agreement.
- 4.2.4 When products are identified to be transferred from the Non-Core list to the Core List, the Supplier shall submit evidence to the Contracting Authorities which demonstrates the Ex-Works Price for such products (such as manufacturer / supplier invoices). The Contracting Authorities shall confirm acceptance of the transfer of products to the Core List in accordance with Call Off Schedule 12: Variation Form.

4.3 Minimum Quality Standards, Lot 1 Only - Mandatory Requirements

- 4.3.1 All products supplied under this Framework Agreement shall be fit for its intended purpose. The Authority shall periodically carry out sample testing throughout the life of the Framework Agreement.
- 4.3.2 If at any time during the life of the Framework Agreement the quality of any product is found not to be to the required minimum standard, the Supplier shall provide a substitute item that meets the required minimum standard to the Authority or Contracting Authorities at no additional cost.
- 4.3.3 The Supplier shall ensure that all products supplied under this Framework Agreement comply with the relevant minimum standards as set out below:
 - (i) all adhesive tapes shall be free from PVC
 - (ii) all single use batteries shall be free from mercury and cadmium
 - (iii) all electronic calculators shall be solar and dual powered
 - (iv) all pencils shall be free from paint/varnish
 - (v) all inks shall be free from volatile organic compounds (VOCs) and toxic materials
- 4.3.4 All paper products listed below
 - (i) all copying and graphic paper;
 - (ii) all paper for printed publications;
 - (iii) Where applicable products are supplied, a range meeting the best practice standard for:
 - (iv) all tissue paper (kitchen and toilet tissue); shall be available.

and supplied under this Framework Agreement shall meet the mandatory minimum standards set out in the Government Buying Standards in the following link:

<https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-paper-and-paper-products>
- 4.3.5 Office copier papers supplied under this Framework Agreement shall comply with the standards shown in the table below and is in addition to the Government Buying Standards.

Economy Minimum Specification	Standard Minimum Specification
Weight 80gsm	Weight 80gsm
Opacity >92%	Opacity >92%

Whiteness CIE 90 – 120	Whiteness CIE 130 - 150
Smoothness >220	Smoothness >220
Compliant to DIN6738 ensuring archival life	Compliant to DIN6738 ensuring archival life

4.3.6 All paper purchased under this Framework Agreement shall be guaranteed for use on colour and mono copiers, inkjet and laser printers as well as plain paper fax machines.

4.3.7 All paper purchased under this Framework Agreement shall carry sustainable accreditations and certifications (for example, Blue Angel and Nordic Swan, or equivalent).

4.3.8 The Authority reserves the right to amend the paper specification if required during the life of the Framework Agreement and Call Off Contracts to ensure continued conformance with government standards, market conditions, and technological innovation and any successor standards which may come into effect during the lifetime of the Framework Agreement.

4.3.9 All envelopes supplied under this Framework Agreement shall comply with the minimum standards as set out in the Government Buying Standard for Envelopes set out in the following link:
<https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-paper-and-paper-products>

4.3.10 All cleaning products supplied under this Framework Agreement shall comply with minimum standards as set out in the Government Buying Standard for Cleaning Products and Services set out in the following link:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/341460/GOV.UK_GBS_clean_prod_and_services.pdf

4.3.11 All food and catering services supplied under this Framework Agreement shall comply with minimum standards as set out in the Government Buying Standards for Food and Catering Services set out in the following link:
<https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-food-and-catering-services>

4.3.12 Tea and coffee items offered shall be bought in accordance with the Government Buying Standard.

4.3.13 All small office machines supplied under this Framework Agreement shall comply with the Energy Efficiency Directive below:

- (i) Where electrical and electronic products are covered by Article 6 of the Energy Efficiency Directive (2012/27/EU) (EED), as amended from time to time, only products demonstrably meeting the requirements set out in points (a) to (c) of Annex III of the EED in line with the principles set out in Article 6 of the EED may be offered for sale, hire or lease in connection with this Framework Agreement as set out in the following link:
<https://ec.europa.eu/energy/en/topics/energy-efficiency/energy-efficiency-directive>
- (ii) The Supplier shall collect and dispose of all packaging and materials to comply with the relevant obligations under the Waste Electrical and Electronic Equipment Regulations SI 2013 (WEEE) as amended from time to time.
- (iii) The Supplier shall comply with The Restrictions on Hazardous Substances in Electrical and Electronic Equipment (RoHS) 2012, and your obligations and support for the Customer's compliance with the Duty of Care for Waste, including use of the edoc system for non-hazardous waste as described in the following link:
www.gov.uk/dispose-hazardous-waste/overview

4.3.14 All wooden products supplied under this Framework Agreement shall comply with the UK government Timber Procurement Policy (TPP) which requires only timber and wood-derived products originating from an independently verifiable legal and sustainable source are to be provided in association with this opportunity and appropriate documentation shall be required to

prove it via the standards set out in the following link; and any successor standards which may supersede TPP during the life time of this Framework Agreement:

www.gov.uk/guidance/timber-procurement-policy-tpp-prove-legality-and-sustainability

5 Mandatory Requirements – Lot 2 Only

5.1 Core List Lot 2 Only - Mandatory Requirements

- 5.1.1 All of the products listed in Annex C of this Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators shall become the “Core List for Lot 2 only”.
- 5.1.2 The Supplier shall work with the Authority during the lifetime of the Framework Agreement to review the overall Crown Office Supplies Core List for Lot 2 ensuring that it contains all Electronic Office Supplies (EOS) products required by Contracting Authorities accessing the Framework Agreement.
- 5.1.3 The Supplier shall identify opportunities to rationalise the products included in the Crown Office Supplies Core List for Lot 2. The Supplier shall also offer new and innovative products to be considered for inclusion in the Core List Lot 2 as a result of developments in the Office Supplies market. Such offerings shall be made in accordance with Framework Schedule 19: Variation Form.
- 5.1.4 The Supplier shall ensure that all products in the Core List for Lot 2 are available from the Framework Commencement Date.

5.2 Minimum Quality Standards, Lot 2 Only - Mandatory Requirements

- 5.2.1 All Lot 2 products supplied under this Framework Agreement shall be fit for its intended purpose and comply with the minimum quality standards as stated in 5.2.1–5.2.5 of this Schedule. The Authority shall periodically carry out sample testing throughout the life of the Framework Agreement.
- 5.2.2 All Re-manufactured toner cartridges supplied under this Framework Agreement shall be produced in accordance with ISO 9001 or equivalent standard.
- 5.2.3 When notified of product failure by a Contracting Authority, the Supplier shall provide an equivalent replacement product and investigate the cause of the failure, in accordance with the process as set out in paragraph 3.6 of this Schedule and Clause 47 (Complaints Handling) of the Framework Agreement.
- 5.2.4 In the event of damage to a Contracting Authority’s desktop printers or copiers, and where the damage is found to be clearly attributable to a re-manufactured product, the Supplier shall reimburse the Contracting Authority for any reasonable costs associated with the repair or replacement of the Contracting Authority’s equipment.
- 5.2.5 The Supplier shall collect and re-process all toner cartridges in compliance with the relevant obligations under the Waste Electrical and Electronic Equipment Regulations SI 2013 (WEEE) as amended from time to time and the Restrictions on Hazardous Substances in Electrical and Electronic Equipment (RoHS) 2012. The Supplier shall ensure their compliance with the Duty of Care for Waste as specified in the Government Standards:

www.gov.uk/managing-your-waste-an-overview/overview

including the national electronic duty of care (EDOC) programme for non-hazardous waste.

6 Additional Requirements – All Lots

6.1 Supplier Personnel, All Lots – Additional Requirements

- 6.1.1 The Supplier shall:

- (i) Maintain appropriate staff records for all Supplier Personnel who are involved in activities related to delivery of the products within the scope of this Schedule;
- (ii) Maintain a security clearance record of all Supplier Personnel who are involved in activities related to delivery of the products within the scope of this Schedule and shall make this data available to Contracting Authorities upon request.
- (iii) Maintain staff training records of all Supplier Personnel; and
- (iv) Maintain records of any training provided to Contracting Authorities' staff.

6.1.2 The Supplier shall ensure that Supplier Personnel provide evidence of their Right to Work in the United Kingdom in line with the Immigration, Asylum and Nationality Act (2006) and the Supplier shall maintain a copy of such evidence. The cost of obtaining any such evidence shall be the responsibility of the Supplier.

6.1.3 The Supplier shall ensure that Supplier Personnel have the appropriate skills in all Supplier systems to deliver to the required standard.

6.1.4 Where more than one substantiated complaint is made against any individual Supplier Personnel within any Month, the Supplier shall investigate and take appropriate action to mitigate future reoccurrence. The Supplier shall include the complaint and action taken in the Monthly Performance Monitoring Reports as required in the Call Off Contracts with the Contracting Authorities.

6.2 Account Management, All Lots – Additional Requirements

6.2.1 The Supplier shall provide the Authority with a named Account Manager, by email, within five (5) working days of signing the Framework Agreement. The nominated Account Manager shall have a minimum of two years' relevant industry experience.

6.2.2 The Customer Account Manager shall work closely with respective Contracting Authorities to ensure the effective transition of the Office Supplies requirements as detailed in the Implementation Plan, Framework Schedule 23.

6.2.3 The Authority requires that all communications to the Supplier are acknowledged within four (4) Working Days Monday to Friday, excluding public holidays.

6.2.4 The Supplier shall provide a deputy Account Manager to cover periods of unavailability and absence.

6.2.5 The Account Manager shall deliver and communicate transparency of pricing, savings, and shall provide to the Authority, as a minimum, with the following:

- (i) A written recommendations report every quarter, outlining how Contracting Authorities can purchase more effectively and make incremental savings;
- (ii) An agreed summarised Continuous Improvement Plan, to be submitted three (3) months after the first Contracting Authority(ies) Call Off Commencement Date, with quarterly communication of progress on actions for the duration of this Framework Agreement. The entire Continuous Improvement Plan shall be updated annually for the duration of this Framework Agreement.

6.2.6 A quarterly written communication, which includes details of changes in customer behaviour trends, improvements, risks, issues, complaints and concerns.

6.2.7 The Account Manager shall attend Supplier Review Meetings with the Authority, in accordance with the requirements of Framework Schedule 8: Framework Management. The frequency of these meeting shall be agreed with the Authority.

6.2.8 The Customer Account Manager shall hold operational service review meetings with the Contracting Authorities as detailed in the Contracting Authorities' Call Off Contract.

6.3 Implementation of Contracting Authorities' Call Off Contracts, All Lots – Additional Requirements

6.3.1 The Supplier shall comply with the requirements of Framework Schedule 23: Implementation Plan.

- 6.3.2 The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that Service Levels for Contracting Authorities are not compromised during times of peak demand.
- 6.3.3 The Supplier shall note that all web based solutions are subject to Contracting Authority restrictions. The Supplier shall liaise with Contracting Authorities to determine network boundaries, governed by individual departmental security guidance. For example, the MoD requires a service provision to comply with JSP 604 which encourages early engagement with the Network Technical Authority. The Supplier shall ensure that the proposed solution complies with all requirements specified by Contracting Authorities.
- 6.3.4 The Supplier shall ensure that web solutions are capable of working on Internet Explorer 8 and/or Google Chrome utilising a minimalist approach to the use of interactive technologies.
- 6.3.5 During implementation the Supplier shall provide unlimited but as necessary training to the Contracting Authorities on the use of the ordering system, including, but not limited to, one-to-one training sessions and videos appropriate to the Contracting Authorities location free of charge.
- 6.3.6 The Supplier shall liaise with the Contracting Authorities regarding the number of sessions, dates, timings and locations as well as providing examples of training and guidance material for review and agreement by the Contracting Authorities prior to the commencement of the Framework Agreement. Details shall be provided by Contracting Authorities within each individual Call Off Contract.

6.4 Supply Chain, All Lots - Additional Requirements

- 6.4.1 The Supplier shall effectively manage their supply chains which are relevant to the fulfilment and delivery of the Crown Office Supplies Framework Agreement.
- 6.4.2 The Supplier shall ensure that their key supply chain dependencies are continuously monitored to avoid breaks in continuity of supply. The Supplier ensure that early risk identification measures are in place together with effective mitigating strategies to safeguard service level provision in accordance with Contracting Authorities' requirements.
- 6.4.3 The Supplier shall continuously seek out opportunities to ensure supply chain stability through 'cradle to grave' monitoring of all inventory which forms part of the Core List of products. Supply chain resilience shall be maintained through actions including, but not limited to, the adoption of pro-active measures which seek out sustainable savings from alternative sources of supply, maintaining the required quality standards, at the same or a lower cost.

7 Additional Requirements – Lot 2 Only

7.1 Social Value – MOJ initiative, Lot 2 only – Additional Requirements

In order to support the rehabilitation of offenders and reduce the likelihood of reoffending, the government wishes to see more prisoners working, and working longer hours, where work can be recognised as productive and is delivered in an 'employment like' atmosphere. Working gives prisoners the opportunity to learn new skills and prepare for employment on release.

Suppliers are encouraged to consider whether they can subcontract any element of their service provision under this Framework Agreement to HM Prisons to encourage rehabilitation of offenders via appropriate agencies.

As an example, empty cartridges are currently dismantled, cleaned, have all renewable parts replaced, refilled, tested and repackaged in prison workshops at HMP Belmarsh before sale via the Government Office Supplies Contract.

ANNEX A

Ordering/Delivery Bespoke Requirements

Example 1: Ministry of Defence: Ordering/Delivery

Ordering

70% of MoD orders are via the Purchase 2 Pay System (P2P) with a further 30% via lodged GPC Card. There is a possibility that within the life of the Framework Agreement some of the manual ordering may move to the Procserve ordering platform and Suppliers shall need to consider how this would be developed. It is envisaged however that there shall always be at least 5% of orders that shall continue to be manual.

UK Deliveries

When delivering Goods to MoD through the Crown Office Supplies Framework Agreement, Supplier delivery personnel shall require appropriate security clearance to enable access to units and shall need to comply with local security instructions. Security arrangements vary from unit to unit. The Supplier shall be responsible for establishing the specific security arrangements required at each site and shall ensure that delivery personnel comply. The Supplier shall maintain and update the security arrangements for each site on the delivery schedule. Updated delivery schedules shall be required by the MoD on request.

There may be occasions when the Supplier shall be required to deliver within an agreed time window.

Deliveries shall be required to approximately 1400 post codes some of which shall be to a single delivery point whilst others shall require a multi drop delivery which shall result in the supplier's delivery personnel being on site for several hours.

There shall be a requirement for a range of delivery options as follows:

- Next Day
- 24Hr Delivery
- Twice Weekly
- Weekly
- Desktop Delivery
- Delivery to a single point
- Multi Drop Deliveries

Further information in respect of the MoD Ordering and Delivery Requirement is included within Lot 1 Datapack and Lot 2 Datapack, which will be provided to suppliers upon completion of a Non-Disclosure Agreement.

Suppliers shall be required to fully consider the complex MoD requirements when providing a solution.

Deliveries Overseas

When delivering Goods overseas, the Supplier shall be:

- (i) Responsible for using the appropriate packaging for overseas delivery including specific packaging for goods designated as dangerous cargo (for Goods delivered to a UK point of embarkation other

than via HQ BFPO, the Supplier shall ensure that the contents are not identifiable. For embarkation via HQ BFPO, please refer to Deliveries via HQ BFPO, Ruislip overleaf).

- (ii) Able to utilise existing MoD carriers and routes via MoD DES HQ BFPO Ruislip (based at RAF Northolt) or MoD Bicester (as detailed below) if required.

Deliveries via MoD Bicester to overseas locations attract standard rate VAT. In circumstances where the goods are delivered via MoD DES HQ BFPO Ruislip, the Goods may be eligible for zero rating.

Deliveries via HQ BFPO, Ruislip

If a Supplier considers that it may be appropriate for them to open a Commercial Mail (CM) Account with the British Forces Post Office (BFPO) to enable onward shipment of items through the HQ BFPO Ruislip CM system to BFPO locations overseas, they must (before they contact HQ BFPO (see contact details below)) establish beforehand that the items they intend sending through the BFPO CM system do not fall foul of BFPO’s Restricted and Prohibited Items policy, which can be found on the BFPO Website: www.gov.uk/british-forces-post-office-services BFPO’s policy is based on the Postal Industry standard, i.e. Royal Mail Prohibited Items policy.

Additionally, due to the nature of the Service HQ BFPO operates; it also applies a size and weight restriction policy. The table below details current restrictions.

Location	Max Weight	Max Size
Static BFPO Addresses*	30kg	Length - 1.05m, Length and girth combined - 2.0m
BFPO Ships	11kg	Length - 1.05m, Length and girth combined - 2.0m
Exercises and Operations (e.g. Afghanistan)	2kg	Length - 0.6m, Length and girth combined 0.96m

Supplier(s) are to note that if they wish to utilise the CM Service, they shall be required to obtain a CM Account with HQ BFPO and accept the terms and Conditions therein, before despatching any items to HQ BFPO Ruislip.

On arrival of CM items at HQ BFPO Ruislip, CM Receipting staffs process the items on behalf of the Supplier, for onward shipment to BFPO locations overseas.

The Defence Business Service (DBS) at Liverpool would then raise an invoice on BFPO’s behalf, in accordance with the Terms and Conditions of the CM Agreement, which shall be issued direct to the Supplier.

Full details of the BFPO CM Service can be found on the Website. Enquiries regarding opening a CM account should be made to:

Michael McGovern, Commercial Manager 4, DES LCS IMOC,

Room 612, HQ BFPO,

White House Gate, West End Road, Ruislip, HA4 6DQ.

Telephone: 0208 589 3277, Email: mike.mcgovern521@mod.uk

For items of a larger nature, the Supplier can, under separate arrangements, utilise the services of MoD Bicester as detailed below.

Deliveries via MoD Bicester

For all deliveries, once the required items have been picked, the Supplier shall be required to collate, palletise and shrink wrap (black plastic for security) the items prior to delivery to:

MoD Bicester.

Each consignment shall be fully manifested and shall be made up of the following:

- (i) A complete job pallet (the pallet is made up of one order only, although this does not restrict an order to one pallet).
- (ii) A mixed bale pallet (for smaller orders, which are collated onto a pallet and manifested separately).

The Supplier shall be responsible for raising the appropriate and necessary paperwork relating to consignments including but not limited to TREM cards, customs clearance priced invoice, Certificate of Origin, etc.

The Supplier shall then dispatch the consignment to MoD Bicester who shall arrange onward transportation to the customer.

As there shall not be a requirement for direct deliveries to MoD Overseas locations, the following data is for information purposes only and the Authority does not guarantee that exact same volumes shall be required at the delivery destinations listed below:

Possible Overseas Location

Country	Total
Kenya	11k
Brunei	2.5k
Belize	0.8k
Canada	19.5k
Belgium	17k
Holland	21k
Nepal	7k
Norway	0.3k
Gibraltar	125k
Cyprus	290k
Falkland Islands	53k
Ascension Island	10k
Italy	7k
Germany	1.7k

Example 2: Ministry of Justice – Delivery Only

All sites within Ministry of Justice have security measures for gaining access to the building. The gate opening times for prison establishments and Courts and Tribunals opening days, times, security staff and alarm details shall be provided to the Supplier at the commencement of the Framework Agreement. All staff entering MoJ premises must be security cleared (this shall be detailed in the Call off Contract).

Deliveries to HM Prisons

Crown Office Supplies RM3723
 Framework Schedule 2: Goods and delivery of purchased Goods and Key Performance Indicators Part A (Goods and delivery of purchased Goods)
 Attachment 10

Deliveries shall be required to approximately 130 locations. The prison categories range from A to D.

There shall be specific delivery requirements for each prison an example is as shown below:

- (i) Gate Size – Height Width
- (ii) Distance between inner and outer gates
- (iii) Lock Gates Y/N
- (iv) Gate Opening times

Deliveries to Court Buildings

Deliveries shall be required to approximately 450 locations ranging from Supreme to Youth Courts.

All shall have specific security on site, with some having security at the entrance to the building.

Example 3 – Home Office Airside Deliveries

There shall be a requirement for airside deliveries at the airports listed below. Delivery drivers shall require fully accredited airside passes and Airside Operators Licence for vehicles to make airside deliveries.

AIRPORT

Aberdeen Airport

Belfast International Airport

Birmingham International Airport

Bristol Airport

Cardiff International Airport

East Midlands Airport

Edinburgh Airport

Gatwick Airport

Glasgow Airport

Harwich International Airport

Heathrow Airport

Leeds/Bradford International Airport

London City Airport

Luton Airport

Manchester Airport

Newcastle International Airport

Prestwick Airport

Robin Hood Airport Doncaster

Southend Airport

Stansted Airport

ANNEX B

Core List Requirement Lot 1



RM3723 Lot 1 Core
List FINAL 2014_15 (P

Annex C

Core Requirement Lot 2



RM3723 Lot 2 Core
List FINAL 2014_15 (P)