**FRAMEWORK AGREEMENT SCHEDULE 2: GOODS AND SERVICES AND KEY**

**PERFORMANCE INDICATORS PART A: GOODS AND SERVICES**

Managed print AND DIGITAL SOLUTIONS

LOT 1 – FULLY MANAGED END TO END PRINT AND DIGITAL SOLUTIONS

lOT 2 – TAILORED MANAGED PRINT SOLUTIONS

1. INTRODUCTION
2. Crown Commercial Service (CCS) (the “Authority”) is seeking to establish a Framework Agreement for the provision of Managed Print and Digital Solutions for all UK Central Government (CG) Departments and their Arm’s length Authorities and Agencies, Non-Ministerial Departments and Executive Agencies; and the Wider Public Sector (“Contracting Authorities”).
3. The Official Journal of the European Union (OJEU) Notice provides details of those organisations that can access this Managed Print and Digital Solutions Framework Agreement in Section VI.3.
4. The Authority will manage the Framework Agreement and Contracting Authorities shall manage Call Off Contracts.
5. The duration of the RM3785 Framework Agreement shall be for an initial period of two (2) years; with an option to extend for one (1) year following the expiry of the initial period, and a further option to extend for one (1) year. A maximum total Framework Agreement duration of four (4) years.
6. The Supplier shall fully provide all the requirements for the lot(s) they bid for; in accordance with this Framework Agreement, Attachment 4a: Specification (Framework Agreement Schedule 2).
7. The Authority shall manage this Framework Agreement centrally and Contracting Authorities shall manage the individual Call Off Contracts.
8. The Authority published a Prior Information Notice (PIN) 2016/S 025-040335 on 05.02.2016 in the Official Journal of the European Union (OJEU).
9. This procurement has been advertised by publishing a Contract Notice in the OJEU under the open procedure in accordance with the Public Contracts Regulations 2015 (the “Regulations”).
10. It is intended that this Framework Agreement shall be viewed as the CG default position for sourcing Managed Print and Digital Solutions, and forms part of the Government’s agenda on the transition of departmental spend on common Goods and Services.
11. Details of Contracting Authorities who may wish to source their Managed Print and Digital Solutions requirement using this Framework Agreement, and the potential dates when they expect to establish their Call Off Contracts can be found in **Annex A:** Transition List and **Annex B:** Current Public Sector Print Customers.
12. SCOPE OF THE REQUIREMENT
13. All Goods and Services under the lot structure of this Framework Agreement are reflective of the requirements relating to the two lots. In utilising a two-lot approach, Contracting Authorities requirements shall be relevant to the broad heading of the lot description as outlined within the OJEU Contract Notice.
14. The Supplier shall continuously and proactively propose to the Authority options for consideration of alternative solutions, which seek to provide sustainable savings from alternative solutions or sources of supply, whilst maintaining the required quality standards, at the same or lower cost. Where there are alternatives available the Supplier shall highlight these options clearly to the Authority, including cost and efficiency benefits, which will be attracted by utilising a proposed solution, so that a full options appraisal can be considered.
15. **Lot 1 - Fully Managed End to End Print and Digital Solutions**
16. The Supplier shall provide a service, which will fully deliver all elements of the Contracting Authority’s Print and Digital Solutions and associated requirements.
17. The Supplier shall provide a full range of Print and Digital Solutions and associated services, as defined in: paragraph 3 (Mandatory Requirements – All Lots); paragraph 4 (Mandatory Print Service Requirements – All Lots); and, paragraph 5 (Lot 1 - Fully Managed End to End Print and Digital Solutions – Mandatory for Lot 1). Associated services such as storage, fulfilment and distribution, postage, scanning and stock management may only be provided alongside a request for a core print requirement, and not as standalone services. This lot does not include multi-functional devices.
18. The Supplier shall transition existing CG Contracting Authority’s end-to-end contractual arrangements for a fully managed service**.** **Annex A**: Transition List is provided to enable the Supplier to understand the scope and breadth of scalability required for this requirement. It sets out the number of potential Contracting Authorities and the associated historical value GBP£ for the period 2015/16, who may wish to transition from the current PVP Contract to Lot 1 of this new Framework Agreement. Paragraph 5.1.5 (LOT 1: TRANSITION) of this document, outlines further mandatory details for the Supplier with regards to transition.
19. Contracting Authorities will access Lot 1 through direct award.

1. **Lot 2 - Tailored Managed Print Solutions**
2. The Supplier shall provide a full range of Tailored Managed Print Solutions, as either a Fully Managed End to End Print and Digital Solution or as discrete elements, as defined by the Contracting Authority at Call Off Contract stage.
3. The Supplier shall provide a solution which fully delivers the Contacting Authority’s requirements and which may contain any number of the discrete service elements available within paragraph 3 (Mandatory Requirements – All Lots), paragraph 4 (Mandatory Print Service Requirements – All Lots) and paragraph 6 (Lot 2 - Tailored Managed Print Solutions – Mandatory For Lot 2).
4. The Supplier shall provide a full range of Print and Digital Solutions and associated services such as storage, fulfilment and distribution, postage, scanning and stock management, as defined in paragraph 3 (Mandatory Requirements – All Lots), paragraph 4 (Mandatory Print Service Requirements – All Lots) and paragraph 6 (Lot 2 - Tailored Managed Print Solutions – Mandatory For Lot 2). Associated services are only available as part of a core print requirement and not as standalone services. This Lot 2 does not include multi-functional devices.
5. A broad range of Contracting Authorities who have a wide and varied range of requirements, volumes and print knowledge will access Lot 2. Their requirements will be further competed at Call Off Contract stage with suppliers who are successful on the Framework, and this may include an e-Auction. For further information please refer to Attachment 4: Framework Agreement Terms and Conditions, Schedule 6 (Award Criteria).
6. **Annex A:** Transition List and **Annex B:** Current Public Sector Print Customers list provides details of the scale of the public sector print requirements.
7. Mandatory Requirments – all lots

This paragraph 3 provides details of the Mandatory Requirements that Suppliers shall fulfil in their entirety, in order to fully meet the requirements of this Framework Agreement, Attachment 4a: Specification (Framework Agreement Schedule 2).

1. **QUALITY ASSURANCE**
2. This section describes the assurance management systems the Supplier shall have in place throughout the duration of the Framework Agreement, and the term of any Contracting Authority’s Call Off Contract. Please also refer to Attachment 4: Framework Agreement Terms and Conditions, clause 13 (Standards).
3. The Supplier shall comply with the relevant standards or the successors of these standards, for the scope of the Services offered, throughout the duration of this Framework Agreement and any Contracting Authorities Call Off Contract including, but not limited to, the following:
4. Service Management Standards:
5. A Quality Management System supported by the International Organisation for Standardisation ISO 9001 Quality Management System, or the current European Foundation for Quality Management (EFQM) Excellence Model criteria or equivalent. BS EN ISO 9001 “Quality Management System” standard or equivalent;
6. BS25999-1: 2006 Code of Practice for
7. Business Continuity Management and, ISO/IEC 27031:2011, ISO 22301 and ISO/IEC 24762:2008 in the provision ITSC/DR plans or equivalent.
8. Environmental Standards:
9. An Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent. BS EN ISO 14001 Environmental Management System standard or equivalent.
10. Cyber Standards – see paragraph 3.12 (Data Security) below
11. Occupational Health and Safety Management System Standards:
12. OHSAS 18001 Occupational Health and Safety Management System or equivalent.
13. A UKAS certified Information Security Management System supported by the International Organisation for Standardisation ISO 27001 Security Management standard, or equivalent. ISO 27001 Information Security Management standard or equivalent.
14. **MINIMUM QUALITY STANDARDS**
15. The Supplier shall ensure that all Goods and Services provided under this Managed Print and Digital Solutions Framework Agreement, as a minimum, comply with the relevant standards set out in this Section 3.2 (Minimum Quality Standards) as follows:
16. All Goods and Services supplied shall be fit for purpose and of a quality acceptable to the Authority and the Contracting Authorities. If at any time during the agreement the quality of supply for any products or services are found not to be to the appropriate standard, the Supplier shall provide a substitute item or service acceptable to the Contracting Authority at no additional cost.
17. Any Minimum Standard Requirements unless otherwise stated by Contracting Authorities shall include (but not be limited to):
18. The supplier shall ensure **Paper and envelope products** supplied under this Framework Agreement shall meet the mandatory minimum standards set out in the Government Buying Standards in the following link:

[www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-paper-and-paper-products](http://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-paper-and-paper-products)

1. The Supplier shall ensure paper and all paper products must comply with [https://www.gov.uk/guidance/timber-procurement-policy-tpp-prove-legality-and-sustainablity](https://www.gov.uk/guidance/timber-procurement-policy-tpp-prove-legality-and-sustainablity" \t "_blank) where appropriate.
2. The Supplier shall ensure any virgin pulp used in manufacture comes from sustainably managed woodlands and that both the virgin pulp and the recycling process is chlorine free
3. The Supplier shall ensure **All Inks** used in printing shall be free from volatile organic compounds (VOCs) and toxic materials where available;
4. The Supplier shall ensure all **timber and wood**-derived Goods for supply or use 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 and Call Off Contracts.

<https://www.gov.uk/guidance/timber-procurement-policy-tpp-prove-legality-and-sustainablity>

1. The Supplier shall ensure that the **packaging** and disposal of 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>

1. The Supplier shall minimise the amount of packaging required for safe delivery of the goods and also prove how they are doing this by stating upon request what each piece of packaging is needed for and whether it comes from recycled / sustainable sources.
2. **Energy Efficiency Directive - Article 6** – Where Suppliers are procuring energy using products covered by Article 6 of the Energy Efficiency Directive (2012/27/EU) (EED) to deliver a contract (either wholly or partially) products must be the most energy efficient as set out in part Annex D of the EDD:

<https://ec.europa.eu/energy/en/topics/energy-efficiency/energy-efficiency-directive>

1. **SUSTAINABILITY**
2. The UK 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.
3. The Authority requires the Supplier to consider the relevance of sustainability at all stages of the lifecycle in the provision of the Goods and Services provided under this framework. This shall include not only the consideration of commercial needs and minimisation of negative impacts but also the maximisation of positive impacts on society and the environment. The Supplier shall seek to mitigate the sustainability impacts in all lifecycle stages, such as the reduction of waste (paper and equipment), including print on demand and digital by default.
4. 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 work with the Authority during the framework period in meeting this strategy.
5. 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.
6. **ETHICAL SOURCING**
   1. The Supplier shall ensure that, where the manufacture or supply of the Goods is from outside of the United Kingdom (UK), the product suppliers operations shall be carried out in accordance with the health and safety legislation/regulations in that country.
   2. Suppliers shall ensure that where they manufacture or supply Goods and Services, within the UK, or used in the UK that the product suppliers operations shall be carried out in a way that complies in accordance with the health and safety legislation regulations of the UK, and the minimum ethical sourcing standards, in order to support CG’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)

* 1. The Authority reserves the right to request any information from the Supplier relating to ethical sourcing as it may require, to satisfy itself that it has a transparent view of the whole supply chain and full assurance within this area at any time throughout the duration of the Framework Agreement, and the term of any Contracting Authority’s Call Off Contract.

1. **HEALTH AND SAFETY**
2. The Supplier shall meet all of the relevant health and safety legislation in discharging their duties under this Managed Print and Digital Solutions Framework Agreement including, but not limited to, size of parcels, making deliveries, keeping records, controlling hazardous substances, conducting risk assessments, checking procedures and test certificates.
3. The Supplier shall conduct suitable and timely health and safety training programmes for all of the staff concerned with the Authority and Contracting Authority’s requirements.
4. **ACCOUNT MANAGEMENT**
5. The Supplier shall provide the Authority with a named account manager, and their contact details 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. The Supplier account manager shall work closely with Contracting Authorities to implement their respective Call Off Contracts. Details of Contracting Authority’s historical spend are detailed in **Annex A**: Transition List, **Annex B:** Current Public Sector Print Customers, and **Annex C:** Command and House Papers Service Requirements, which provides details about this requirement.
7. The Supplier shall acknowledge all correspondence within two (2) Working Days Monday to Friday, excluding public holidays.
8. The Supplier shall provide a deputy account manager to cover periods of unavailability and absence.
9. The account manager shall deliver and communicate transparency of pricing and savings, and shall provide the Authority, as a minimum, with the following:
10. A written recommendations report every quarter, outlining how Contracting Authorities may purchase more effectively and make incremental savings; further details of specific requirements will be outlined to the Supplier(s) post award.
11. An agreed summarised Continuous Improvement Plan, to be submitted three (3) months after the Framework Commencement Date, and to be reviewed quarterly with a mutually suitable communication mode which provides all parties with progress on actions throughout the duration of the Framework Agreement, and the term of any Contracting Authority’s Call Off Contract.
12. The Supplier shall update the entire Continuous Improvement Plan annually throughout the duration of the Framework Agreement, and the term of any Contracting Authority’s Call Off Contract, in line with Attachment 4: Framework Agreement Terms and Conditions, clause 15 (Continuous Improvement). Further details of requirements will be outlined to the Supplier(s) post award.
13. The account manager shall attend supplier review meetings with the Authority, in accordance with the requirements of Attachment 4: Framework Agreement Terms and Conditions, Schedule 8 (Framework Management). The frequency of these meetings shall be agreed with the Authority.
14. The Contracting Authority account manager shall hold operational service review meetings with the Contracting Authorities as detailed by the Contracting Authority at Call Off Contract stage.
15. Where service or performance by the Supplier falls below the required level the account manager shall ensure appropriate extra resources are committed promptly, at no extra cost to any Contracting Authority.
16. The Suppliers shall support Contracting Authorities with their existing strategies and develop new strategies for Contracting Authorities to enable standardisation, rationalisation and aggregation of print requirements to drive cost reductions (or savings) and deliver process efficiencies.
17. The Supplier shall provide support to Contracting Authorities as defined at Call Off Contract stage, which may include, but are not limited to:

1. Current Contracting Authority buying behaviours and how they may be improved;
2. Development of a holistic print strategy;
3. Value engineering advice to drive cost savings;
4. Problem identification and resolution within the scope of the Goods and Services;
5. Alternative service delivery options (for example, digital rather than print); and
6. Advice on quality issues.
7. **IMPLEMENTATION OF CONTRACTING AUTHORITIES CALL OFF CONTRACT**

This section describes the implementation requirements that the Supplier shall fulfil as part of the delivery of the Goods and Services.

1. The Supplier shall appoint an Implementation Team with a named Implementation Manager, with a minimum of two years’ experience, in a relevant Print Management environment. Resources must be maintained during the transition period regardless of your other commitments. The Supplier shall provide details of the named Implementation Manager(s) to the Contracting Authorities within 5 working days of the Framework Commencement Date.
2. The Supplier shall work co-operatively with the Contracting Authority to ensure a systematic, planned and robust transition.
3. 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 periods of peak demand.
4. The Supplier shall note that all web-based solutions are subject to Contracting Authorities’ restrictions. The Supplier shall liaise with Contracting Authorities to determine network boundaries, governed by individual departmental security guidance. For example, the Ministry of Defence (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.
5. The Supplier shall ensure that web-based solutions are capable of working on Contracting Authorities systems utilising a minimalist approach to the use of interactive technologies.
6. 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 Authority’s location free of charge.
7. **ORDERING**

3.8.1 The Supplier shall have the ability to process orders from Contracting Authorities by the following means from 08:00 until 17:30 Monday to Friday, throughout the year, excluding UK public holidays, together with a facility for the Contracting Authorities to submit queries outside these hours and at weekends by email or via a web-based data system.

3.8.2 For the provision of Command and House Papers, it may be necessary to provide these services outside normal Working Hours, which may be at the Contracting Authority’s discretion. The Supplier shall include the provision of working 24 hours a day, seven days a week as detailed in **Annex C:** Command and House Papers Service Requirements:

1. Online / web-based (Orders raised by Contracting Authorities using the online ordering 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 ordering system shall be capable of being integrated with the Contracting Authority’s procurement and financial systems for example Oracle, SAP. Details of these systems shall be ascertained with respective Contracting Authorities within the Call Off Contract established under this Framework Agreement.);
2. Email; and
3. Telephone (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.).

3.8.3 The Authority requires the Supplier to provide order acknowledgement to the Contracting Authority in all instances and also when the Contracting Authority subsequently cancels an Order.

3.8.4 The Supplier shall provide a single point of contact to handle all enquiries made by Contracting Authorities, as defined in their Call Off Contract.

3.8.5 The Supplier shall adapt processes when necessary to meet the individual needs of Contracting Authority’s employees who are disabled or have medical conditions, which could be classed as a disability under the Equality Act 2010.  These must comply with the Contracting Authorities’ accessibility standards.

3.8.6 The Supplier shall ensure that all Supplier Personnel appointed to provide support have the relevant skills in customer relations, and have received training to address the requirements of Contracting Authority staff with specific needs.

3.8.7 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 Authority’s Orders. This information shall be available at the Framework Commencement Date.

* 1. **ONLINE/ WEB BASED CATALOGUE**

3.9.1 The Supplier shall produce catalogues for individual Contracting Authorities, outlining key products as identified in the Contracting Authorities’ Call Off Contract.

* + 1. The online catalogue shall include, but not be limited to, the following functionality:

1. The online catalogue shall have the ability to be modified to meet the specific Information Technology (IT) requirements of individual Contracting Authorities. Details shall be defined within a Contracting Authority’s Call Off Contract, established under this Framework Agreement;
2. The online catalogue shall be provided through a user friendly and intuitive system, which is easy to navigate from initial login to final completion of order;
3. The Contracting Authorities shall be able to create an unlimited number of online accounts with individual password protected log-in details;
4. 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 twenty four (24) hour duration (assuming a standard working week pattern) from the initial request; and
5. The Supplier’s online product catalogue system shall be suitable for uploading into Contracting Authority’s eProcurement systems. Details shall be defined within the Call Off Contract, established under this Framework Agreement.

3.9.3 As a minimum, the online catalogue will include:

1. A photographic image, which is a true representation of the product;
2. A description of the product, including size and dimension;
3. The name of the manufacturer of the product;
4. The product code reference;
5. The denomination of pack size and quantity of the product; and
6. The price £GBP of the individual product based on the denomination of quantity excluding VAT.

3.9.4 The Supplier shall carry out any modifications or changes to the Contracting Authority’s online catalogues with minimum disruption and shall be completed out of normal office working hours. Timing of any such changes shall be agreed in advance with the respective Contracting Authorities.

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

* 1. **DELIVERY**

3.10.1 The Supplier shall provide a full UK national delivery service, including Northern Ireland, Scotland and Wales (including Scilly Isles and Scottish Highlands and Islands).

* + 1. When required by a Contracting Authority, the Supplier shall be required to provide an overseas delivery service from the UK.  Requirements for overseas delivery will be set out in the Contracting Authority’s Call-Off Agreement. The Supplier shall be able to work with the Authority to ensure that these items are sourced from the most efficient route and this could include, where available, other UK CG contracts and Contracting Authority contracts. It is anticipated that overseas delivery will be minimal and delivery for overseas requirements shall be at cost only.
    2. Contracting Authorities who access the Managed Print and Digital Solutions Framework Agreement may have access to their own separate courier and/or postal contract that delivers to premises within their organisation. Contracting Authorities may opt to use this means of delivery. The Authority envisages that use of this facility would greatly reduce the environmental impact of additional delivery vehicles calling to its premises. The Authority therefore seeks a co-operative approach by the Supplier in considering opportunities for Contracting Authorities to utilise this option for delivery of Orders.
    3. The Supplier shall make deliveries to a Contracting Authority’s site(s) between the hours of 08:00 to 17:00 Monday to Friday throughout the year (excluding UK Public Holidays). Deliveries will not normally be accepted on Saturdays, Sundays or UK Public Holidays unless previous notification is given and approved by the Contracting Authority.
    4. All deliveries must be in sound condition, securely packaged and distinctly marked with the Supplier’s identification and the full address of the recipient of the Order. Suppliers may be required to make deliveries on tail lift vehicles.
    5. For all Orders, the Supplier shall obtain a signature at the point of delivery from an authorised member of the Contracting Authority’s staff to acknowledge the number of parcels received. Any special requirements relating to acceptance of a delivery of an Order will be advised by the Contracting Authority.
    6. The Supplier shall be aware that Contracting Authority’s delivery points may differ in size and accessibility and that delivery will have to accommodate the individual delivery point’s handling requirements. Any special requirements relating to delivery will be advised by the Contracting Authority.
    7. The Supplier shall provide, and remove, all pallets, containers and cages as required.

3.10.9 Delivery of products may be required to point of use, within the agreed delivery lead times. Details of these requirements will be set out in the Contracting Authority’s Call Off Contract.

* 1. **RETURNS**

1. If the Supplier fails to supply the correctly ordered Goods, or the quantity required, the Supplier is required to deliver to the Contracting Authority the correct Goods within a timescale agreed by the Contracting Authority.
2. The Supplier should note that the Contracting Authority might have no facility to return Goods. If a Supplier incorrectly fulfils an Authority’s Order by sending faulty, non-conforming, incorrect or the wrong quantity of Goods, then the Contracting Authority shall not be required to pay for those Goods. The Contracting Authority will advise the Supplier of any incorrect Goods within an agreed timescale and, if they wish to retrieve such Goods, the Supplier shall do so at their own expense and at a time suitable to the Contracting Authority.
   1. **COMPLAINTS HANDLING**
3. The Supplier shall have a robust and auditable complaints procedure for logging, tracking, investigating, managing, escalating and resolving complaints initiated by the Contracting Authorities and their users as detailed within Attachment 4: Framework Agreement Terms and Conditions, clause 47 (Complaints Handling).
4. The complaints procedure shall comply with the following:
5. All Complaints shall be logged and acknowledged within twenty-four (24) hours of receipt (assuming a standard working week pattern);
6. All complaints shall be resolved within ten (10) working days of the original complaint being made, unless otherwise agreed with the Contracting Authority;
7. The Supplier shall replace any returned or faulty Goods with items of the same price and quality within ten (10) working days from the date the complaint is made; and
8. All complaints shall be recorded, together with the actions and timescales taken to resolve the complaint.
9. The Supplier shall analyse and identify any pattern of complaints and bring these to the attention of the Authority during supplier review meetings as detailed within Attachment 4: Framework Agreement Terms and Conditions, Schedule 8 (Framework Management).
10. The Supplier shall have in place an escalation route for any complaints that have not been resolved within the specified timescales as detailed in Attachment 4: Framework Agreement Terms and Conditions, clause 47 (Complaints Handling).
11. The Supplier shall ensure that Supplier Personnel have the appropriate skills in all Supplier systems to deliver to the required standard.
12. 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 details of the complaint and action taken in the monthly performance monitoring reports as detailed in the Call Off Contracts with the Contracting Authorities.
    1. **DATA SECURITY**
13. This paragraph describes the mandatory security requirements that the Supplier shall fulfil in its entirety as part of the delivery of this Framework Agreement. Please refer to Attachment 4: Framework Agreement Terms and Conditions, clause 27.5 (Protection of Personal Data).
14. The data security classification shall be OFFICIAL TIER. The Government Security Classifications 2014 may be accessed here:

<https://www.gov.uk/government/publications/government-security-classifications>

1. The Supplier and their Key Sub-Contractors, shall show that they are compliant with ISO 27001 with respect to all of the services they shall offer Contracting Authorities.
2. The Supplier shall have their own security operating procedures that shall be made available to Contracting Authorities to provide assurance of data security.
3. The Supplier shall ensure that Contracting Authority’s 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, in accordance with Attachment 4: Framework Agreement Terms and Conditions, clause 9 (Cyber Essentials Scheme Condition).
4. The Supplier shall take all measures reasonably necessary to ensure that all personnel involved in the performance of the Contract are aware of all on going data security and confidentiality requirements, as detailed in the Contracting Authority’s Call Off Contract.
   1. **CYBER ESSENTIALS SCHEME** 
      1. Suppliers shall, in accordance with Attachment 4: Framework Agreement Terms and Conditions, clause 9 (Cyber Essentials Scheme Condition), fully meet the requirements of the Cyber Essentials Plus Scheme, introduced in June 2014 which defines a set of controls which provides organisations with basic protection from the most prevalent forms of threat coming from the internet. You can view the details of the Cyber Essentials Plus Scheme at:

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

* + 1. No Key Sub-Contractor shall be used until they have demonstrated that it meets the Cyber Essentials Plus requirements.

3.14.3 All Suppliers and Key Sub-Contractors are required to renew their evidence of Cyber Essentials Plus compliance annually, as a minimum.

* 1. **SERVICE ASSURANCE**

3.15.1 In order to meet the requirements of the Cabinet Office Security Policy Framework, please view via the link below:

<https://www.gov.uk/government/publications/security-policy-framework>

3.15.2 The Supplier shall demonstrate the sustainability of their systems to process CG owned data. The Authority therefore requires a risk assessment be carried out to identify, assess and articulate the risks to organisations, which may choose to use systems supplied by the Authority or through the Authority’s Frameworks.

3.15.3 Suppliers are therefore required to demonstrate that their solutions meet the required levels of personal, procedural, policy, data and technical security as detailed in Attachment 4: Framework Agreement Terms and Conditions (Framework Schedule 2) Goods and Services and Key Performance Indicators, and as detailed by Contracting Authorities in their Call Off Contract. The standards in ISO 27001:2013 are applied as the benchmark as are the Cyber Essentials Scheme.

3.15.4 As required the Authority will work with the supplier to ensure the proportionality of the contract and establish the:

1. Security Plan;
2. Assurance Plan; and
3. Roles and Responsibilities of the various stakeholders within the organisation.

3.15.5 All ICT systems that manage CG information, or that are interconnected to CG Systems and which are supplied by The Authority or through the Authority’s Frameworks, are assessed to identify technical risks. Proportionate assurance processes provide confidence that these identified risks are properly managed. CCS does not accept risks that result in the following outcomes:

1. Harm to the physical well-being of customers and employees;
2. Harm to the financial well-being of customers and employees;
3. Breaches of the organisations legal or regulatory responsibilities; and/or
4. Widespread damage to the reputation of HMG and Departments.
   1. **SUPPLIER PERSONNEL – Baseline Personnel Security Standards (BPSS) clearance**

3.16.1 This paragraph describes the mandatory security clearance requirements that the Supplier shall fulfil in its entirety as part of the delivery of this Framework Agreement, in line with the Cabinet Office Security Policy Framework (SPF). Full details of the Cabinet Office SPF can be viewed via the link below:

<https://www.gov.uk/government/collections/government-security>

3.16.2 The Supplier shall:

* 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>;

* 1. The Supplier shall present evidence to enable the Authority to assure the service compliance against the personnel and physical security requirements defined in Attachment 4: Framework Agreement Terms and Conditions, clause 27.5 (Protection of Personal Data);
  2. Where a Supplier delivers all or part of the Service from a Contracting Authority’s site they will also need to comply with the specific Contracting Authority’s personnel and physical security requirements;
  3. In addition, where an employee of the Supplier is undertaking a security critical function it may be appropriate to have Security Check (SC) clearance. The requirement for this more robust screening shall be agreed with the Contracting Authority’s security representative; and
  4. Maintain appropriate staff records for all Supplier Personnel who are involved in activities related to delivery of the products within the scope of this this Framework Agreement, in line with Attachment 4a: Specification (Framework Agreement Schedule 2) and shall make this data available to Contracting Authorities upon request.

3.16.3 All employees and key representatives of the Supplier working on the Framework Agreement and/or Call Off Contracts must comply with the Contracting Authority’s security clearance requirements.

3.16.4 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.

* 1. **SUPPLY CHAIN**

3.17.1 The Supplier shall effectively manage their supply chains, which are relevant to the fulfilment and delivery of this Framework Agreement.

3.17.2 The Supplier shall ensure that their key supply chain dependencies are continuously monitored to avoid breaks in continuity of supply.

3.17.3 The Supplier shall ensure that early risk identification measures are in place to identify supply chain risks during both a Contracting Authorities Transition Period and Call Off Contract duration. The Supplier shall have in place effective mitigating strategies to safeguard service level provision in accordance with Contracting Authorities’ requirements. A Supplier shall also ensure, if required, that risks on sensitive projects with time sensitive milestones, which are outlined in a Contracting Authorities implementation, plan at Call Off Contract stage are minimised.

3.17.4 The Supplier shall (where there are alternatives to print) proactively highlight and propose alternative solutions to the Contracting Authority, to be adopted as alternative solutions to support continuous improvement and sustainable savings from alternative sources of supply, maintaining the required quality standards, at the same or a lower cost.

3.17.5 The Supplier shall proactively encourage SME’s to become part of their supply chain to support the Governments SME agenda as detailed in Attachment 4: Framework Agreement Schedule 2: Part B (Key Performance Indicators). Suppliers shall make this Framework Agreement and Call Off Contracts as accessible as possible to ensure the most appropriate Key Sub-Contractors are part of their supply chain.

3.17.6 The Supplier shall ensure that they exercise due skill and care in the selection of any Key Sub-Contractor.

3.17.7 The Supplier shall ensure that all Key Sub-Contractors appointed have the technical and professional resource and experience to unreservedly deliver in full all the Mandatory Service requirements set out in this Framework Agreement, Attachment 4a: Specification (Framework Agreement Schedule 2).

3.17.8 The Supplier shall formalise relationships with Key Sub-Contractors and manage any Key Sub-Contractors, in accordance with Good Industry Practice and Attachment 4: Framework Agreement Terms and Conditions, clause 25 (Supply Chain Rights and Protection).

3.17.9 The Supplier shall proactively seek to ensure quality and operational efficiencies within the supply chain.

* 1. **LOCAL SUPPLY CHAINS**

3.18.1 The Supplier shall be able to manage local supply chains if required by the Contracting Authority. Where local supply chains are used, the Supplier should also provide the Contracting Authority with the costs for the same operation if it was to be printed through an alternative source to drive cost savings.

* + 1. The Supplier shall:

(i) Remain primarily liable for performance of the Contract;

(ii) Ensure that its Key Sub-Contractors sign up to terms no less stringent than those set out in the Framework Agreement, which are relevant to the performance of the Key Sub-Contractors in question; and

(iii)Ensure that a provision is included in all Key Sub-Contracts, which requires payment to be made of all sums due by the Supplier to the Key Sub-Contractors within a specified period, not exceeding 30 days from the receipt of a valid invoice.

* 1. **SOCIAL VALUE**

3.19.1 In order to support the rehabilitation of offenders and reduce the likelihood of reoffending, the UK CG 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.

3.19.2 Suppliers are encouraged to promote the use of supported and social enterprise within the supply chain and consider whether they can subcontract any element of their service provision under this Framework Agreement. As an example, the current CG Print Vendor Partnership Contract utilises HM Prison Industries Print Workshops to encourage rehabilitation of offenders.

* + 1. The supplier shall ensure compliance with equality and diversity legislation.

3.19.4 The Supplier shall take all reasonable steps to utilise apprentices where possible during the term of the Framework Agreement. Where this is not possible or appropriate in delivery of a Call Off Contract, the Supplier shall demonstrate what other training and skills development is made available to employees.

**3.20 MANAGEMENT INFORMATION (MI)**

3.20.1 In addition to the data reporting mandatory requirements that the Supplier shall fulfil in its entirety as part of Attachment 4: Framework Agreement Terms and Conditions, Schedule 9 (Management Information), the Authority may request data and reports on an ad-hoc basis. The Supplier shall provide the required data or information within one working day of request by the Authority and at no extra charge.

3.20.2 The Supplier shall have the flexibility to provide the Contracting Authorities with any requested tailored / non-standard MI reports. This will be agreed at Call Off Contract stage.

* 1. **ELECTRONIC MI SOLUTION**

3.21.1 This paragraph describes the Mandatory Requirements of an electronic MI solution that the Supplier shall fulfil in its entirety as part of the delivery of the Framework Agreement.

3.21.2 The Supplier shall be required to provide an electronic solution, from which the Contracting Authorities can access their own Management Information during the Framework Agreement period and Call Off Contract duration, at no extra cost to Contracting Authorities. This system shall take into account any departmental system issues and be available to all Contracting Authorities within three (3) months of Framework award. The Supplier shall liaise with Contracting Authorities to determine network boundaries, governed by individual departmental security guidance. For example, the Ministry of Defence (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.

3.21.3 This electronic solution shall provide specific management information reports on a monthly basis, at individual product or purchase order level, detail similar to the MI Reporting Template within Attachment 4: Framework Agreement Terms and Conditions, Schedule 9 (Management Information), and as a minimum should also include a monthly dashboard which will provide high level consolidated data capturing the Framework performance as a whole in terms of spend, volumes, delivery data and progress against KPI’s.

3.21.4 The proposed platform shall adhere to the principles outlined in the Government Service Design Manual <https://www.gov.uk/service-manual>

3.21.5 **Access control** – individual user access shall be via an individual secure user name and password in accordance with the requirements of the Data Security policy at paragraph 3.13.

3.21.6 If the Supplier’s platform contains web access for individual users, appropriate controls must be in place to ensure that individual users are only able to access and review details of their own Contracting Authorities’ information. It must be possible to limit access to the online platform, services and application by function and role.

3.21.7 **Functional requirements** – The Supplier shall ensure that the online solution has the following minimum functional requirements:

(i) The platform must contain the ability for individual users to select MI allowed to them;

1. In respect of a number of Contracting Authorities, it is anticipated that this interface will be of a simple nature, possibly based on the Supplier providing the Contracting Authorities with the required data on a spread sheet and MI reports being provided in a similar format (subject to meeting the Contracting Authority’s data security requirements);
2. The platform shall be scalable and able to support the staff in scope and any additional users as required; and
3. The Supplier will be responsible for the administration of the online platform, assisting Contracting Authorities and their individual users to operate the system, and administering their choices. This includes the operation of a helpline, which will be available to staff during normal business hours as specified in paragraph 3.8 (Ordering) above.

3.21.8 The supplier shall comply with all the requirements contained in **Annex D:** Exit Management – Lot 1 and Lot 2.

1. Mandatory PRINT SERVICE Requirments – all lots

### The Supplier shall be responsible for the delivery of all the Goods and Services required under this Framework Agreement, which may include the use of Key Sub-Contractors.

### The Supplier shall provide a full range of operational print services using web offset, lithography and digital machinery with varying levels of output from low to high volumes and in a variety of formats.

### Associated services such as storage fulfilment and distribution, postage, scanning, stock management are only available as part of a core print requirement.

### **SUPPLY OF RAW MATERIALS**

1. The supplier shall source all raw materials including but not limited, to:

**Paper and Paper Products**

1. The Supplier shall source all raw materials required for the printing and finishing process including, but not limited to, paper and board stocks as defined in section 3.2 (Minimum Quality Standards) above. Contracting Authorities may have specific paper requirements, which may include both virgin and recycled stocks, and which will be detailed in Call Off Contract.

**Envelopes**

1. The Supplier shall supply a full range of envelopes and the facility to provide plain stocks and bespoke or overprinted envelopes in bulk quantities, together with stock holding and stock call-off facilities.
2. The Supplier shall supply a full range of envelopes, that meet the Government Buying Standards as defined in paragraph 3.2 (Minimum Quality Standards) above, in all UK standard sizes available including, but not limited to:
3. DL;
4. C3;
5. C4;
6. C5; and
7. C6.
8. The Supplier shall supply envelopes including, but not limited to:
9. manila;
10. white;
11. board backed;
12. tear resistant;
13. gummed;
14. gusseted;
15. self-seal
16. jiffy style;
17. peel and stick;
18. plain;
19. windowed;
20. wallet;
21. packets;
22. mailing and filling machine compatible envelopes; and
23. printed postage impression.
24. The Supplier shall offer single and full-colour two-sided over printing facilities. The Supplier shall be able to provide envelopes to bespoke specifications, including bespoke sizes and materials.
25. The Supplier shall supply a range of self-seal envelopes with water/vegetable-based adhesives.
26. The Supplier shall supply stock storage and management facilities as defined in section 4.8 (Stock Management) below.

**Labels**

1. The Supplier shall provide a wide range of labels and label printing services, including bar-coded labels, as specified by Contracting Authorities in their Call Off Contract.

**Wallets and folders**

1. The Supplier shall supply a range of standard and bespoke binders, wallets and folders in a range of materials including, but not limited to, paper, board, Polyvinyl Chloride (PVC) and plastics.
2. The Supplier shall offer printing services including any separators to be inserted into the binders, wallets and folders on a range of substrates including paper, board and plastics.
3. The Supplier shall source any printed items for insertion into final binders, wallets and folders including the collation of these into the binders, wallets and folders.
4. The Supplier shall supply services for die cutting and finishing that includes, but is not limited to, creasing, gluing and heat sealing.

**Digital asset management**

1. The Supplier shall provide and manage a Digital Asset Management System. Digital assets may include, but are not limited to, photographs, artwork, templates and up to date specifications.
2. Digital assets must be easily accessible by the Contracting Authority e.g. on a secure website that can be easily browsed, and viewing and selection of assets shall be restricted to individual user access levels, as set out in the Contracting Authority’s Call Off Contract.
3. The Supplier shall be able to ensure that all digital assets are meta-dated/version controlled to enable the assets to be stored and extracted in a co-ordinated and controlled way. The Supplier shall be able to ensure that users with access to digital assets have the appropriate level of access, and that access levels are validated and managed.

**4.2 PRE-PRODUCTION SERVICES**

The Supplier shall also provide:

1. Proofs –Individual Contracting Authorities will detail the required proofing process in their Call Off Contract;
2. Artwork and proofs in a digital format;
3. Hard copy artwork and proofs;
4. Print ready artwork;
5. Artwork ready for online publishing and eCommunications;
6. Artwork for online templates;
7. Photograph retouching service; and
8. Image research and sourcing services.

Creative concept and brand development services are not included in the scope of Pre-Production Services.

1. **Basic design, art working and page layout**
   * + 1. This shall include, but not be limited to, creative page layout services, the creation and supply of artwork ready for print and digital publishing. This will typically involve the interpretation and application of Contracting Authority's brand guidelines and retouching services.  There may be a requirement to produce scamps (a first rough of mock of artwork).  Creative concept and brand development services are NOT included in the scope.
2. **Typesetting**
   * + 1. The Supplier shall provide typesetting services to a pre-agreed style and type specification, as detailed by the Contracting Authority in their Call Off Contract, producing a finished document ready for printing and digital publishing.
3. **Copy editing**

4.2.3.1 The Supplier shall provide copy-editing services to include, but not limited to, developing style and formatting copy for print.

1. **Proof reading**

4.2.4.1 The Supplier shall provide proof reading services including proof reading services in a range of languages.

1. **Translation services**

4.2.5.1 The Supplier shall offer a translation service for translating documents and audio into alternative languages.

1. **Alternative formats**

4.2.6.1 The Supplier shall provide alternative formats such as large print format, audio and Braille or any other alternative format as detailed by the Contracting Authority, in their Call Off Contract.

**4.3 PRINT**

The Supplier shall provide a varied range of Contracting Authorities’ print requirements, which may include, but is not limited to:

1. **Operational print (general business and marketing print, stationery and forms)**
   * + 1. This shall include, but not be limited to, items such as No Carbon Required (NCR) pad sets, pads that may be bound in boards, forms, reports, brochures, leaflets, flyers, magazines, pamphlets, newsletters, annual reports, business cards, business stationery, general marketing literature, promotional items and any other items as specified by Contracting Authorities.
       2. The Supplier shall source banner and pop-up stands including, but not limited to: roller banner stands, banner stands with interchangeable cassettes, and tension banner stands. The Supplier shall be able to work with Contracting Authorities to ensure that these items are sourced from the most efficient route and this could include where available other CG contracts and Contracting Authorities’ Contracts.
2. **Security print including personnel**
3. The Supplier shall be able to offer a facility where required by the Contracting Authority to print, store and deliver items in a secure environment. This may include but is not limited to: personalisation, stock storage, stock call-off facilities and fulfilment.
4. The Supplier shall print, personalise and offer fulfilment services for cheques and similar items. Suppliers or their Key Sub-Contractor(s) shall be accredited with the Cheque Printer Accreditation Scheme standard. Further details can be obtained at <http://www.chequeandcredit.co.uk/cpas/>
5. The Supplier shall have ISO/IEC 27001 accreditation or equivalent.
6. The Supplier shall offer guidance and source printed substrates that have advanced security features to combat fraudulent use.
7. The Supplier shall have secure methods of electronic communication and of storing electronic files, media and data that meet the best practice principles detailed via the links further below in this section.
8. The Supplier shall deliver all elements of a Contracting Authority’s requirements for security print and secure print production which may include, but are not limited to:
   * 1. Controlled paper usage (time stamped running sheets) and secure waste disposal;
     2. Secure production site with secure building access/egress and physical site security control mechanisms and systems;
     3. Secure storage facilities with controlled access;
     4. Secure production area with controlled access;
     5. CCTV coverage and recording of all internal and external areas of site 24hrs every day of the year;
     6. Monitoring of on-site despatch and goods inward areas;
     7. Secure delivery service;
     8. Provision of full audit trail of stock holding, printed material and delivery;
     9. Provision of secure destruction services (including waste);
     10. Implementation of supplier policies and procedures which specifically address the protection of Contracting Authorities and or their individual customers’ personal and other restricted information which the supplier may have access to in the course of fulfilling the requirement; and/or
     11. Provision of supplier personnel with enhanced security clearance.
9. The Supplier and their Key Sub-Contractor(s) shall be able to deal with, at a minimum, “OFFICIAL TIER” Government documents. The Supplier shall ensure that all personnel have appropriate security clearance when dealing in the production of security print, when handling secure data, when delivering security printed items to Contracting Authority’s premises and to help Contracting Authorities in meeting the best practice principles outlined in the documents below:

<http://www.cpni.gov.uk/advice/Personnel-security1/>

<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/299547/HMG_Personnel_Security_Controls.pdf>

<https://www.gov.uk/government/collections/government-security>

1. The Supplier shall have confidentially agreements in place with all staff involved in delivery of a Contracting Authority Call Off Contract.
2. Where an approved Key Sub-Contractor delivers any of the requirements, the Key Sub-Contractor must meet all the standards as detailed above.
3. **Large format and wide print**
4. The Supplier shall be able to offer a facility for large and wide format printing on a variety of substrates including but not limited to paper, board, metal, glass, canvas, and fabrics and plastic. Examples may include, but are not limited to, billboard style posters and posters for various outdoor media.

**4.4 FINISHING**

1. The Supplier shall be able to offer access to a full range of finishing services including, but not limited to:
2. Binding including perfect binding;
3. Saddle stitching;
4. Wire stitching;
5. Drilling;
6. Die cutting;
7. Folding;
8. Varnishing;
9. Laminating;
10. Trimming;
11. Creasing; and
12. Perforation.

**4.5 DIRECT MAIL AND TRANSATIONAL PRINT**

1. The Supplier shall be able to offer services for direct mail and transactional printing that requires data personalisation in a secure environment. This will include but is not limited to database management, printing of items, personalisation, finishing, collation, enclosing and mailing of items to end users. Requirements may include but are not limited to billing services, direct mail and election material.
2. The Supplier shall:
3. Source all printed items for inclusion in direct mail or transactional mail including additional inserts if required;
4. Print variable data including but not limited to text;
5. Provide collation and enclosing; and
6. Provide mailing and related services to include liaison with and management of postal providers.
7. The Supplier shall be able to offer mail sorting facilities, a full range of dataset and data base validation services and hybrid mail services all in line with market and industry standards.
8. The Supplier shall be able to provide advice and guidance to enable Contracting Authorities to optimise postal discounts and maximise savings, which may include using other CG contracts where available.
9. **Database management**
10. The Supplier shall have the ability to offer services to develop, enhance and analyse data and to store and manage data on a database. This includes, but is not limited to, cleansing data, de-duplications and gone aways, and management of the data on behalf of the Contracting Authority.

**4.6 CONTRACTING AUTHORITY ORDER LINE**

1. The Supplier shall be able to offer the facility for Contracting Authorities and their service users within the UK.
2. The Supplier shall be able to respond to queries from the general public, businesses and the Contracting Authority as above in Section 3.8 (Ordering) above. The Supplier must be able to accept queries and provide associated response handling services every Working Day, which may include, but is not limited to, outbound communication activity via the internet, post, SMS, email, telephone (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 as per Section 3.8Ordering (above).
3. The Supplier shall be able to offer a fulfilment operation in response to any queries including the printing of items, personalisation of printed items, enclosing of printed items and the fulfilment to the final end user. The items to be enclosed may be sent direct to the Supplier from the Contracting Authority, or the Supplier may be required to source these items.

**4.7 SCANNING AND MICROFICHE**

1. The Supplier shall be able to offer a scanning and archive service, including microfiche.
2. The Supplier shall have the ability to transfer low to high volume paper records into digital format documents. Once converted they may need to be accessible by Contracting Authorities through an electronic search database for instant retrieval. Scanned documents may need to be saved in both pdf and other contemporary formats, as specified by the Contracting Authority. Provision must include the ability to record, catalogue or number documents as required.
3. The Supplier shall require the necessary tools, processes, procedures and resource to accommodate original documents in many formats including, but not limited to, hand written notes, wall charts, A5 and A4, mono and colour documentation and bound notebooks. Bound documents may need to be dis-assembled to facilitate this, and subsequently re-bound or securely destroyed.

**4.8 STOCK MANAGEMENT**

1. The Supplier shall be able to offer stock management, pick and pack facilities, storage and stock call off facilities, including online catalogue ordering and real time online stock management.
2. The Supplier shall be able to manage stock in a way that minimises stock holding based on call off patterns.
3. Online catalogues must have the capability to provide accurate stock levels and enable Contracting Authorities to call off stock in real time online; this facility should be available and updated with correct information each Working Day. The system must allow monitoring of minimum stock levels, replacements, time-sensitive materials and must monitor maximum stock levels to ensure Contracting Authorities are not carrying too much value in stock. Downtime for planned maintenance must be made in agreement with the Contracting Authority.
4. Contracting Authorities will set out in their Call Off Contract the delivery schedules to be adhered to.
5. The Supplier shall be able to offer advice and guidance to Contracting Authorities on stock levels and methods for achieving best value. The Supplier shall be responsible for stock control.

**4.9 STORAGE, FULFILMENT AND DISTRIBUTION**

1. The Supplier shall offer scalable warehousing, fulfilment and distribution services, identifying complete supply chain management solutions bespoke to the requirements of each Contracting Authority, as defined in their Call Off Contract.

**4.10 MEDIA DUPLICATION**

1. The Supplier shall be able to offer a duplication/reproduction service for a range of media including, but not limited to, DVD, CD, CD-ROMs, VHS, Audio Cassettes, USB and Pen Drives from source copy including labelling.
2. The Supplier shall provide standard packaging for duplicated / reproduced items such as plastic sleeves and cases.
3. The Supplier shall provide bespoke packaging services for duplicated / reproduced items that will be set out in the Contracting Authority’s Call Off Contract.

**4.11 PLASTIC CARDS**

1. The Supplier shall offer variable printing onto a plastic substrate (plastic cards) with various security features. Requirements may include, but are not limited, to holograms, pictures, microchips, embossed variable data, thermal variable data, barcode printing, photographs, tamper evident signature panel, hidden image printing, UV and colour shifting ink, micro printing and magnetic strips, any of which may require a secure printing environment.
2. The Supplier shall offer a direct mail operation for the distribution and fulfilment of the final plastic cards to end-users. This may include sourcing of inserted printed materials (i.e. leaflets), personalisation of printed documents (i.e. letters and card carriers) and the collation of all items and mailing to final individual users. This will also include data-processing services and electronic data exchange services.
3. The Supplier shall:
4. Source and print on a range of Polyvinyl Chloride (PVC) cards and biodegradable cards in a range of sizes including but not limited to 300 microns, 480 microns, 500 microns, 760 microns and 810 microns;
5. Provide plastic substrate (i.e. plastic card) and card carrier design facilities; and
6. Offer a bespoke die cutting card facility.

**4.12 DIGITAL SOULTIONS**

1. In adherence to the CG policy of “digital by default”, Contracting Authorities will require support to develop innovative strategies to move away from traditional print solutions to cost effective print alternatives (such as digital print services and digital content).
2. The Supplier shall be able to offer services to convert document /data into formats that allow publishing on websites and allow communications via electronic means e.g. SMS messaging, email including an eBroadcast function, including the associated delivery and management of this.
3. The Supplier shall be able to offer digital solutions which may include, but is not limited to, design, development, delivery and management of website, intranet and extranet, pages and content.
4. Contracting Authorities will be at different stages of digital transformation.
5. For further information about CG’s Digital Agenda and standards visit: <https://gds.blog.gov.uk/category/digital-strategy/>
6. – LOT 1 – FULLY MANAGED END TO END PRINT AND DIGITAL SOLUTIONS – MANDATORY FOR LOT 1
7. This section provides details of the mandatory requirements that Suppliers shall fulfil in their entirety in order to meet the requirements of Lot 1 of the Framework Agreement. It is important that Suppliers take time to fully understand this important part of the requirement.
8. Additionally there may be other services that are required and these will be further specified at the Call Off Contract stage.

1. The scope of service will deliver Fully Managed End to End Print and Digital Solutions and be available to all eligible Contracting Authority individual users across CG and the wider public sector.
2. The Supplier shall deliver and implement an End to End Print and Digital Solution for a range of print requirements including, but not limited to:
3. Business operational print;
4. Advertising and marketing print;
5. Security print;
6. Bulk print;
7. Printing paper;
8. Bulk envelopes;
9. Large format and wide print;
10. Command and House Papers;
11. Digital asset management (DAM);
12. Direct mail and transactional print; and
13. Associated print services such as, storage, fulfilment and distribution, postage, scanning and stock management are only available as part of a core print requirement; and
14. Digital solutions – to support those Contracting Authorities who wish to move towards a more a digital solution.
15. This full range of print services are defined in section 4 (Mandatory Print Service Requirements- ALL LOTS) above.
16. **LOT 1: TRANSITION** 
    * 1. The Supplier shall work with individual Contracting Authorities to agree the transition of their existing end-to-end contractual arrangements from their current arrangement (Print Vendor Partnership Contract – PVP Contract) to this Framework Agreement.
      2. **Annex A:** Transition List is provided to enable the Supplier to understand the scope and breadth of scalability required for this requirement. It sets out the number of potential Contracting Authorities and the associated historical value GBP£ for the period 2015/16, who may wish to transition from the current PVP Contract to Lot 1 of this new Framework Agreement. Suppliers are required to respond to any transition activities immediately from the Framework Commencement Date.
      3. **Annex B:** Current Public Sector Print Customer lists PVP Contract customers who may wish to transition their requirement for a Fully Managed End to End Print and Digital Solution to a single provider.
      4. Contracting Authorities may assess which lot best meets their requirements in accordance with this this this Framework Agreement, Attachment 4a: Specification (Framework Agreement Schedule 2).
      5. **LOT 1 - TRANSITION PERIOD**
      6. The transition period shall be from Framework Commencement Date until 30 June 2017. Contracting Authorities will have differing transition timescales based on the scale and complexity of their requirements. Therefore the actual timing of transition will be agreed between the Contracting Authority and the Supplier at Call Off Contract stage.
      7. The Supplier shall provide a Transition Plan to the Authority within 30 days of the Framework Commencement Date.
      8. During the Transition Period the Supplier shall:

* Liaise with Contracting Authorities and the current third party provider of their current provision, to understand and enable the successful completion of all the implementation activities;
* Work with Contracting Authorities to produce a mutually agreeable Transition Plan which sets out when individual Contracting Authorities will be transitioned from their current arrangement to this Framework Agreement;
* Appoint an Implementation Team as detailed in, paragraph 3.7 (Implementation of Contracting Authorities Call Off Contract) of this document, who shall be responsible for the implementation of Contracting Authorities Call Off Contracts;
* Ensure that all risks associated with the transition process and period are identified and minimised to ensure a seamless change of control between any current third party providers of the current provision, and the Supplier; and
* Provide all necessary evidence of achievement against the mutually agreed milestone timescales to the Authority, and to Contracting Authorities where applicable.
  + 1. The Authority will monitor progress of implementation against the agreed Transition Plan on a regular basis, with input from applicable Contracting Authorities where required. This shall include but is not limited to discussion, and/ or actions agreed with the Supplier during Supplier Review Meetings.
    2. In cases where the Supplier is found to be falling behind schedule, and therefore not on target to meet a specific milestone timescale within the Transition Plan, the Authority, and Contracting Authorities where applicable, will request information relating to the reasons for any slippage, together with details of the remedial actions taken by the Supplier to rectify the situation.
    3. As a minimum, the Supplier’s Transition Plan should include the following:
* Milestone timescales for transitioning Contracting Authorities onto the Framework;
* Contracting Authority’s Approval, and governance procedures where appropriate;
* Details of how Suppliers will communicate transition activities and timescales with the applicable Contracting Authorities;
* Details of further information that may be required from the Authority and / or the applicable Contracting Authority in order to commence transition activities; and
* Specialist resources and/ or systems that may be used (if appropriate).
  + 1. The Supplier shall continuously update the Transition Plan and provide a revised version to the Authority, and Contracting Authority where applicable, in cases where changes are required by request or fault of the Contracting Authority or Authority.
    2. The Contracting Authority reserves the right to request that additional information be added to the Transition Plan, in addition to the list set out at paragraph 5.1.17 above.

1. Whilst it is expected that the majority of the work through Lot 1 will be the transition of existing CG Contracting Authority’s end-to-end contractual requirements, there may also be a requirement for new Contracting Authorities to access the Framework Agreement.  It is envisaged that a broad Contracting Authority base with differing requirements will access Lot 1.
2. The Supplier shall have the flexibility and scalability to meet the current and future needs and strategies of Contracting Authorities.
3. Suppliers shall work with the Authority to build a pipeline of opportunities and shall provide monthly updates to the Authority on pipeline building activities undertaken and provide a continuously updated pipeline of opportunities document on a monthly basis.
4. The Supplier, and its Key Sub-Contractors, shall service high volume, multi and complex end-to-end print requirements.
5. In particular, the Supplier shall provide a strategic partnering relationship to support Contracting Authorities through their digital transformation programmes. **Annex A:** Transition List and **Annex B**: Current Public Sector Customers, in this document provide details of the scale of the public sector print requirements.
6. The Supplier shall Implement Contracting Authorities Call Off Contract in accordance with paragraph 3.7 (Implementation of Contracting Authorities Call Off Contract) of this document.
7. **Command and House Papers Service Requirements**

The Supplier shall service the production of Command and House Papers, which are documents laid before Parliament. Most Government organisations will produce at least one paper per year. There are three categories of papers, which can be viewed at the following link: [http://www.parliament.uk/about/how/publications/parliamentary/](http://www.parliament.uk/about/how/publications/parliamentary/" \t "_blank)

* + 1. Command Papers;
    2. House of Commons Papers (e.g. departmental annual reports and accounts and National Audit Office reports); and
    3. Un-numbered Act Papers.

1. The Supplier shall provide the following Command and House Papers Services as required by the Contracting Authority:
   * 1. Account and project management services;
     2. Production and distribution services; and
     3. Correction and reprint services.
2. There will be no obligation on any Contracting Authority to procure any Command and House Papers Services; however as a minimum, Contracting Authorities producing Papers should purchase the distribution management service or the pre-production and bibliographic information service for Command and House Papers and use Command and House Papers Services for correction services, where relevant, as described in **Annex C** of this document Command and House Papers Service Requirements
3. As required by the Contracting Authority the Supplier shall supply staff to provide pre-production services, proofing services and/or approval of final Content at the Contracting Authority’s premises and/or those of the Contracting Authority’s agent. It may be necessary to provide these services outside of normal Working Hours.
4. A Contracting Authority may require the Supplier to deliver printed proofs for final Content approval within a Timeline based on a certain number of minutes, for example 30 minutes of the proofs being ready for despatch. This Timeline may fall outside usual Working Hours.
5. A Contracting Authority will require the Supplier to produce printed Copies and distribute them to a Timeline within a short period of time (i.e. 4 - 6 hours) of final Content approval being given. The length and quantities of the Copies to be delivered to this Timeline will vary, for example the Paper may be up to 160 pages long, with 2000 copies required within 6 hours. This Timeline maybe outside usual Working Hours.
6. Command and House Papers need to be published using standard publishing industry processes. The National Archives provides Government organisations with guidance and information on publishing parliamentary papers.  In addition, The National Archives is responsible for ensuring that services for the production of these documents are available to Government organisations.  Full details of the MANDATORY requirements for this Framework Agreement are available in **Annex C**: Command and House Papers Service Requirements within this document.

**5.2 PAPER MANAGEMENT**

1. The Authority would like to explore options of using Lot 1 as a paper manager for the Framework. There is an expectation that Lot 2 Suppliers will source paper through the Lot 1 provider, unless Lot 2 Suppliers can purchase at a cheaper price on the day.

**5.3 SERVICE OPTIONS**

1. The Supplier shall provide Contracting Authorities with a choice of service options, which shall be specified by the Contracting Authorities within their individual Call Off Contract, established under this Framework Agreement.
2. The Supplier shall at all times provide a cost effective delivery option as outlined in the service options listed below:

|  |  |  |  |
| --- | --- | --- | --- |
| **SERVICE OPTION** | **DESCRIPTION** | **INCLUDES** | **EXCLUDES** |
| 1 | Customer Service Centre | Dedicated buyers/ advisors who will service the requirements of the Contracting Authority, from defining the requirements and solutions, through to project conception and delivery.  Contracting Authority may place orders via web, email or phone. | No onsite staff.  Solution management (i.e. project manager, technical manager), which is in product cost. |
| 2 | In House account management team | Bespoke account management team who are embedded into the Contracting Authority to fulfil the role of the print buyer/ team.  This team will be based at the Contracting Authority’s site.  This team will provide a fully managed end-to-end service for the Contracting Authority, from defining the requirements and solutions, through to project conception and delivery. | Solution management (i.e. project manager, technical manager) which is included in product cost |
| 3 | Off Site account management team | Bespoke account management team who fulfil the role of the print buyer/team for the Contracting Authority.  This team will be based at the Supplier’s site.  This team will provide a fully managed end-to-end service for the Contracting Authority, from defining the requirements and solutions, through to project conception and delivery. | Solution management (i.e. project manager, technical manager), which is in product cost. |

1. Details of historical 15/16 service profile is available in the data pack, which can be found in Attachment 4: Framework Agreement Terms and Conditions, Framework Schedule Attachment 12: Data Pack.
2. LOT 2 – TAILORED MANAGED PRINT SOLUTIONS – MANDATORY FOR LOT 2
3. This Clause 6 specifies the scope of the Tailored Managed Print Solutions requirements that the Supplier shall make available to Contracting Authorities.
4. Additionally, there may be other services that are required and these will be further specified at the Call Off Contract stage.
5. At such time as a Contracting Authority places a Call Off Contract the precise details of the Services ordered will be specified.
6. Lot 2 will provide a wide range of Print and Digital Solutions and associated services for Contracting Authorities who need a further competition to compete their requirements.
7. The scope of the service will deliver a full range of operational print services, as either a Fully Managed End to End Print and Digital Solutions Service or discrete elements of an end to end managed service.
8. The Supplier shall provide a full range of operational print services including, but not limited to:
   * 1. Business operational print;
     2. Advertising and marketing print;
     3. Security print;
     4. Bulk print;
     5. Printing paper;
     6. Bulk envelopes;
     7. Large format and wide print;
     8. Digital asset management (DAM);
     9. Direct mail and transactional print;
     10. Associated print services such as storage, fulfilment and distribution, postage, scanning and stock management are only available as part of a core print requirement. and
     11. Digital solutions – to support those Contracting Authorities who wish to move towards a more a digital solution.
9. This full range of print services is defined in Section 4 of this document – Mandatory Print Service Requirements.
10. **LOT 2: ONBOARDING OF CUSTOMERS**
    * + 1. It is envisaged that Lot 2 of the Framework Agreement will be accessed by a broad range of Contracting Authorities who will have extremely varied requirements, volumes and print knowledge. The value range of these requirements may be from low cost print runs i.e. several hundred Pounds Sterling, GBP (£), through to high value contracts i.e. multiple £100,000’s Pounds Sterling, GBP (£) for multiple organisations.
        2. The Supplier shall have the flexibility and scalability to be able to work with all Contracting Authorities, even during periods of peak demand and regardless of a Contracting Authorities size and value, to deliver requirements through both in-house capability and supply chains whilst maintaining a high level of service delivery.
        3. Contracting Authorities will compete their requirements across all approved live suppliers placed on Lot 2 of the Framework Agreement. The Supplier shall respond to Requests For Quotation (RFQs) and upon successful award to a Contracting Authority’s Call Off Contract, the Supplier shall work closely with Contracting Authorities to ensure a smooth implementation of their Call Off Contract in accordance with, paragraph 3.7 (Implementation of Contracting Authorities Call Off Contract) of this document.
        4. **Annex B:** Current Public Sector PrintCustomers**,** is provided for information purposes only and may assist the Supplier to understand the potential scalability of the number and value (15/16 spend) of Contracting Authorities who may wish to access this Framework Agreement when their current contract expires.
        5. Contracting Authorities may compete their requirements at any time during the term of the Framework. Suppliers shall have the scalability and flexibility to respond to varying levels of demand ensuring the requirement for competition can be fulfilled.

* + - 1. In addition, there are PVP Contract customers listed in **Annex A:** Transition List who may wish to access Lot 2 of this new Framework Agreement.
      2. Contracting Authorities have not yet expressed a preference for which lot of the new framework they wish to access. It is the responsibility of the Contracting Authorities to assess and decide which lot best meets their requirements.
      3. Suppliers shall work with the Authority to build a pipeline of opportunities and shall provide monthly updates to the Authority on pipeline building activities undertaken and provide a continuously updated pipeline of opportunities document on a monthly basis.

1. **PAPER MANAGEMENT**
2. The Authority would like to explore options of using Lot 1 as a paper manager for the Framework. There would be an expectation that Lot 2 Suppliers would source paper through Lot 1 provider unless Lot 2 can purchase at a cheaper price on the day.
3. **SERVICE OFFERING**
4. The Supplier shall provide Contracting Authorities with a range of services in order to fulfil the Contracting Authority’s print requirements, which will be specified by the Contracting Authorities within their individual Call Off Contract.
5. The Supplier will apply a Service Charge for servicing the Contracting Authority’s requirements that will be capped at a maximum 15% of the value of the Contracting Authority order. This Service charge shall include supplier’s profit and overheads for servicing the print requirement.

**Annex A:** Transition List

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Annex B: Current Public Sector Print Customers

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**Annex C:** Command and House Papers Service Requirements

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**Annex D:** Exit Management - Lot 1 and Lot 2



**Annex E: Glossary**

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| **Annex A** | **Annex A:** Transition List is provided to enable the Supplier to understand the scope and breadth of scalability required for this requirement. It sets out the number of potential Contracting Authorities and the associated historical value GBP£ for the period 2015/16, who may wish to transition from the current PVP Contract to Lot 1 of this new Framework Agreement. Suppliers are required to respond to any transition activities immediately from the Framework Commencement Date. |
| **Annex B** | **Annex B:** Current Public Sector Print Customers, is provided for information purposes only and may assist the Supplier to understand the potential scalability of the number and value (15/16 spend) of Contracting Authorities who may wish to access this Framework Agreement when their current contract expires. |
| **Annex C** | Command and House Papers Service Requirements – A detailed list of requirements for the production and distribution of Command and House Papers. |
| **Annex D** | Exit Management – Lot 1 and Lot 2 details. |
| **Command Papers** | Command Papers mean those Papers which are part of a numbered series that are Laid before Parliament by Command of the Sovereign, though in practice by a Minister of the Crown, concerning matters which the Government considers should be drawn to the attention of Parliament as further particularised in Attachment 4a: Specification (Framework Agreement Schedule 2), clauses 4.1 to 4.14 of **Annex C:** Command and House Papers Service Requirements. |
| **Contracting Authority Approval** | Means the process that will be undertaken to ensure that all of the necessary transition activities have been satisfactorily completed to meet the specific requirements of the Contracting Authorities prior to “going live” as defined in Call-Off Contract Schedule 4 Implementation plan. Crown Office Supplies Framework. |
| **Contract Notice** | Means the notice referred to in regulation 49 or where relevant regulation 75 (1) (a) |
| **Digital Asset Management System** | A system for the storage, retrieval and distribution of digital assets |
| **Fully Managed End to End Print and Digital Solutions** | Service which will manage and deliver all elements of Contracting Authority’s’ print and associated requirements including digital solutions |
| **House of Commons Papers** | House of Commons Papers mean those Papers which are part of a numbered series that are Laid before the House of Commons due to a statutory obligation or as a Return to an Address and which are subject to parliamentary privilege, as further particularised in Attachment 4a: Specification (Framework Agreement Schedule 2), clause 4.15 of Annex C. |
| **Implementation Manager** | The person responsible for implementing all mandatory requirements of the framework and any resultant Call-Off Agreements. |
| **Implementation Team** | The team responsible for implementing all mandatory requirements of the framework and any all resultant Call Off contracts |
| **Key Sub-Contractor** | Means any Key Sub-Contractor or 2nd tier subcontractor which is listed in Framework Schedule 7 (Key Sub-Contractors), that in the opinion of the Supplier, performs (or would perform if appointed) a critical role in the provision of all or any part of the Goods and Services; |
| **Managed Print and Digital Solutions** | Print and associated requirements including digital solutions, managed by a supplier on behalf of a Contracting Authority |
| **Mandatory Requirements** | Mandatory Requirements are the minimum deliverables that a Supplier shall fulfil in their entirety in order to meet the requirements of this Framework Agreement. |
| **Multi-functional devices** | Means the product(s) that have been identified within this specification to perform a variety of functions including, but not limited to, printing, photocopying, and scanning. |
| **Papers** | Papers means the Official Version of Command Papers, House of Commons Papers, Un-numbered Command Papers, Un-numbered Act Papers and other papers Laid before Parliament, and/or other or ancillary papers which a Contracting Authority requires to be procured through Command and House Papers Services; |
| **Pre-Production Services** | Any services relating to a project/requirement before it is actually printed e.g. Type setting, page layout, |
| **Prior Information Notice (PIN)** | Means the notice referred to in regulation 48 or where relevant regulation 75 (1) (b) of the Public Contract Regulations 2015 |
| **Security Check SC clearance** | SC clearance determines that a person’s character and personal circumstances are such that they can be trusted to work in a position which may involve access to ‘secret’ information |
| **Small Medium Enterprises (SME)** | SME (small-to-medium enterprise) is a convenient term for segmenting businesses and other organizations that are somewhere between the “small office-home office” size and the larger [enterprise](http://searchwinit.techtarget.com/definition/enterprise) .The European Union has defined an SME as a legally independent company with no more than 500 employees. |
| **Supplier** | Means the Potential Provider with whom the Authority has concluded a Framework Agreement; |
| **Transition Period** | Means the period between Framework Commencement and 30 June 2017. |
| **Transition Plan** | Means the detailed project plan outlining how the supplier will transition the named Contracting Authorities as identified in **Annex A:** Transition List. |
| **Tailored Managed Print Solutions** | Either a fully managed end to end print service or discrete elements as defined by a Contracting Authority in their Call-Off Agreement |
| **United Kingdom (UK)** | United Kingdom, including Northern Ireland, Scotland and Wales (including Scilly Isles and Scottish Highlands and Islands). |
| **Working Hours** | Means for pre-production services it is defined as 07:00 – 21:00 |