



Courier Services Framework Agreement RM3798 Specification Requirements



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COURIER SERVICES FRAMEWORK AGREEMENT RM3798 – MANDATORY SPECIFICATION REQUIREMENTS

1. INTRODUCTION

- 1.1. Crown Commercial Service (the Authority) is seeking to establish a Framework Agreement for the provision of Courier Services. The Framework Agreement shall comprise of 6 individual Lots as detailed in paragraph 2 of this Framework Agreement.
- 1.2. The Framework Agreement shall be for an initial period of three (3) years; the Authority may extend the duration of the Framework Agreement for any period up to a maximum of one (1) year in total from the expiry of the Initial Framework Period, subject to the satisfactory performance of the Suppliers.
- 1.3. The purpose of this Framework Schedule 2 Services and Key Performance Indicators Part A: (Services) is to set out the scope of the Services that the Supplier will be required to make available to all Contracting Authorities under the lotting structure of this Framework Agreement and to provide a description of what the Services entail together with the specific standards applicable to the Services.
- 1.4. 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 who may be eligible to access this Courier Service Framework Agreement.
- 1.5. The Services 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.
- 1.6. The Authority placed a Prior Information Notice (the PIN notice) 2016/S 084-148760 which was published on 29/04/2016 in the Official Journal of the European Union (OJEU).
- 1.7. The Procurement Has been advertised by publishing a Contract Notice in the OJEU (Official Journal European Union) advertising the Open Procedure under Regulation 27 of the Public Regulations 2015 (the "Regulations").

2. OBJECTIVES OF THE FRAMEWORK AGREEMENT

- 2.1. The overall need of the Authority in setting up this Framework Agreement is to ensure that Contracting Authorities can manage their Courier requirements and outputs in a way that:
- i. Increase the Contracting Authority organisation's efficiency;
 - ii. Promote the use of 'best practice' in the courier output area;
 - iii. Reduce the Contracting Authority's costs and process cycle times
 - iv. Drive maximum savings;
 - v. Reduce the Contracting Authority's impact on the environment;
 - vi. Benefit from a EU compliant agreement;
 - vii. Provide consistent terms and conditions;
 - viii. Provides a range of regional and national Suppliers.
- 2.2. The Supplier shall ensure full visibility of the supply chain as a minimum these should be:
- i. Use of Sub-Contractors;
 - ii. Attribution of cost.
- 2.3. A key driver behind this Framework Agreement is the reduction of costs associated with the supply of services and associated solutions. The challenge for Supplier is to ensure the competitiveness of their services not only in comparison with other providers but with other technologies and services available.
- 2.4. The Authority is keen to work with Suppliers who will deliver large savings to the public sector by offering the most cost effective solutions to Contracting Authority requirements. It is seeking the lowest cost, most technically competent Suppliers who can enable effective and balanced Courier output management, whilst driving innovation and continuous improvement over the lifetime of the agreement.
- 2.5. Critical to the success of the Framework Agreement are:
- i. Joint and partnered strategies that clearly deliver on cost saving targets;
 - ii. Appropriate services that achieve efficiencies;
 - iii. Compliance with standards, security and confidentiality requirements;
 - iv. Excellent Management Information that delivers an immediate and clear picture of progress;
 - v. Outstanding service, determined by what the Contracting Authority needs, not by what the Supplier has to sell;
 - vi. Relationships that identify and focus on the priorities that delivers excellence in public service and value;
 - vii. Proactive strategies that analyse and report potential areas for increased efficiency and sustainability;
 - viii. Strategies that facilitate business transformation in order to produce and reduce overall costs in the mail environment.

- 2.6. The Supplier shall provide all of the requirements in respect of this Framework Agreement, as detailed in this Framework Schedule 2. The Framework Agreement does permit the Supplier to subcontract with a named third party in order to be able to provide all aspects of the requirement. Where there are service provision limitations or geographical limitations, these should be specified by the Supplier at ITT phase. The Supplier should note that such service limitations or geographical limitation may prohibit them from competing for a Contracting Authority Call Off Contract, where the customer seeks such service provisions or geographical coverage as a mandatory requirement to their specification.

3. DESCRIPTION OF SERVICES

3.1. This Framework Agreement consists of the following Lots:

Lot 1 – Collection and Delivery of Documents and Parcels (Please refer to Annex 1)

The consignments under lot 1 are, but not limited to as below:

- i. Same Day Consignment;
- ii. Next Day Consignments;
- iii. Economy (5 – 7 day) Consignments;
- iv. Bulk Courier Consignments;
- v. International Consignments.

Lot 2 – Secure Collection and Delivery of Sensitive Documents and Parcels including High Value Consignments (Please refer to Annex 2)

The consignments under lot 2 are, but not limited to as below:

- i. Departmental files and records;
- ii. Medical records, case notes and files;
- iii. Legal documents, files and records;
- iv. Court papers, documents, files and records;
- v. Customer Data records;
- vi. Ministerial papers, combination lock briefcase/s containing personal Data. Ministerial red boxes, lockable Global Positioning System (GPS) tracked boxes;
- vii. Historical documents and records;
- viii. Academic records and documents;
- ix. Miscellaneous documents and records;
- x. Internal departmental mail and packages;
- xi. Electronic items e.g. include laptops – with or without Data, CD's Data disks, USB flash drives, routers, PC's, electronic tablets, mobile phones, printers;
- xii. Medical Equipment e.g. microscopes, stethoscopes, dental, veterinary and monitors;
- xiii. Artwork, statues;
- xiv. Jewellery, watches;
- xv. Museum specimens e.g. fossils, geological rocks, small exhibits.

Lot 3 – Secure Collection, Storage and Delivery of Examination and Test Papers and Materials (Please Refer to Annex 3)

Possible consignments under lot 3 are defined as, but are not limited to:

- i. Examination question papers and support materials;
- ii. Student scripts;

- iii. Examination results.

Lot 5 – Dedicated Network Vehicle Movements and Sortation Courier Service (Please Refer to Annex 5)

The core requirements of Lot 5 shall include but not be limited to:

- i. Collections;
- ii. Delivery;
- iii. Dedicated vehicle movement – with dedicated vehicles;
- iv. Sortation – complete secure segregation;
- v. Customised service requirements for Contracting Authorities if required.

Lot 6 – Security Screening of Internal Mail Documents and Parcels (Please Refer to Annex 6)

The core requirements of Lot 6 shall include but not be limited to security screening of internal mail documents and parcels for a range of hazardous items and materials for internal and external mail and small parcels entering the organisation from any external source, including public/commercial postal services by hand or by courier delivery.

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).

4. MANDATORY REQUIREMENTS – ALL LOTS

This section provides details of the mandatory requirements that Suppliers shall be expected to fulfil in their entirety in order to meet the Service delivery requirements of this Framework Agreement. It is important that Suppliers take time to fully understand this important part of the service delivery requirements, as all mandatory requirements as listed below shall be required to commence from the implementation of the Call-Off Agreements with the Contracting Authority(s).

4.1 ENVIRONMENTAL AND SUSTAINABILITY

This paragraph outlines the Suppliers requirements in relation to the environmental and sustainability requirements of this Framework Agreement:

- 4.1.1 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.
- 4.1.2 The Authority requires that the Supplier consider the relevance of sustainability at all lifecycle stages of the Services provided under this Framework Agreement. This includes not only 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 reduce the sustainability impacts in all lifecycle stages of this Framework Agreement.
- 4.1.3 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 the Authority during the Framework Agreement period in meeting this strategy.
- 4.1.4 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.
- 4.1.5 The Supplier shall be required to demonstrate their measured progress on climate change adaptation, mitigation and sustainable development including performance against carbon reduction management plans.
- 4.1.6 The Supplier shall complete annual Corporate Social Responsibility (CSR) assessments upon request from Contracting Authorities.
- 4.1.7 The Supplier shall monitor and manage emissions from their transport operations and shall update the Authority on the findings, results and progress achieved
- 4.1.8 The Supplier shall include the provision of transport and services that are aligned with the EU Green Public Procurement standards.
- 4.1.9 The Supplier shall fully comply with the following government standards for the duration of this Framework Agreement:

4.2 HEALTH AND SAFETY

- 4.2.1 The Supplier shall meet all of the relevant health and safety legislation in accordance with the Health and Safety at Work etc. Act 1974 in discharging their duties under this Courier Services Framework Agreement.
- 4.2.2 The Supplier shall ensure all of the staff concerned with the Authority's and Contracting Authorities requirements are suitably trained in relevant health and safety legislation as per paragraph 4.4.1.

4.3 SECURITY

Security and the security of Public Sector Data is paramount. This paragraph describes the mandatory security requirements that the Supplier shall fulfil in its entirety as part of the delivery of this Framework Agreement.

- 4.3.1 The Data security classification shall be OFFICIAL TIER. The Government Security Classification 2014 may be accessed here:
<https://www.gov.uk/government/publications/government-security-classifications>
- 4.3.2 The Supplier, their subcontractors and any third party suppliers assured as part of the service, shall show that they are compliant with ISO 27001 Information Security Management with respect to all of the services they shall offer.
- 4.3.3 Suppliers shall be required to have their own security operating procedures that shall be made available to the Authority and/or Contracting Authorities to provide assurance of Data security.
- 4.3.4 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.
- 4.3.5 The Supplier shall take all measures reasonably necessary to ensure that all Supplier Personnel involved in the performance of the Contract are aware of all ongoing Data security and confidentiality requirements, as detailed in the Framework Agreement and any Call Off Contract.
- 4.3.6 Vehicle Security: The Supplier shall be responsible for and provide assurances to the Contracting Authorities in respect of the security of all vehicles used for the delivery of this Framework Agreement. This will include, identification of driver responsibilities and processes in place to ensure adherence to security policies, a process of reporting failures to comply with the driver responsibilities and a disciplinary process that will deal adequately with any breaches to the driver security responsibilities.
- 4.3.7 Security of premises: The Supplier shall identify premises from which the Framework Agreement will be delivered to assess security protocols that exist and ensure appropriate measures in relation to, access to premises, controls and measures are place to ensure sufficient security. The Supplier shall

ensure safeguards are in place to ensure security to Public Sector/Contracting Authority whilst on the premises.

4.4 DATA SECURITY OFFSHORING APPROVAL

- 4.4.1 Where part or all of the Courier Services are not delivered from;
- i. Country within the EEA;
 - ii. Country where the European Commission has made a positive findings of adequacy or;
 - iii. Supplier who is registered on the EU US Privacy Shield Register.
- 4.4.2 The Supplier shall obtain approval from Government Senior Information Risk Owner (GSIRO) through the Contracting Authority for the off-shored elements.
- 4.4.3 The Supplier shall be cognisant of supporting Government compliance with EU Data protection legislation throughout the life of the Courier Services Framework Agreement.

4.5 ACCOUNT MANAGEMENT

- 4.5.1. The Supplier shall within five (5) Working Days of the Framework Agreement Commencement Date supply to the Authority the name and contact details (including email address and telephone numbers) of the nominated Account Manager and Deputy Account Manager for this Framework Agreement.
- 4.5.2. The Supplier shall ensure the nominated Account Manager will have all relevant industry experience for Courier Services. The Supplier shall also ensure that the Deputy Account Manager's name and contact details (including email address and telephone numbers) are provided to the Authority prior to the nominated Account Manager's unavailability and/or absence. The Supplier shall ensure that the Deputy Account Manager has the same delegated powers, authority and discretion as the nominated Account Manager.
- 4.5.3. The Account Manager shall promote, deliver and communicate transparency of pricing and savings to the Authority and Contracting Authorities where appropriate and also provide the Authority with a quarterly performance pack which should include but is not limited to details of any changes, improvements, risk, issues, complaints, concerns and future plans and/or any other specified performance Data.
- 4.5.4. The Account Manager shall ensure that the Authority is informed about the Supplier's performance, proposed activity and outstanding issues in accordance with the requirements set out in Framework Schedule 2 (Services and Key Performance Indicators).
- 4.5.5. The Supplier shall provide monthly Supplier Highlight Reports to the Authority in accordance with Framework Schedule 2 (Services and Key Performance Indicators).
- 4.5.6. Where performance by the Supplier falls below the required level, the Account Manager shall ensure that action is taken to resolve the issues to the satisfaction of the Authority and the relevant Contracting Authorities, in

accordance with the requirements set out in Framework Schedule 2 (Services and Key Performance Indicators).

4.6 PERFORMANCE MONITORING

- 4.6.1. The Authority operates a robust Supplier Relationship Management (SRM) process with a three tier approach in relation to all Framework Agreements. This approach shall oversee the management of the Framework Agreement, provide escalation routes and develop the strategy at senior levels within organisations.
- 4.6.2. Levels of engagement and frequency shall be agreed within 1 month of the Framework Commencement Date but as a minimum shall be;

| Frequency | Status | Format | Attendees | Information Required |
|-------------|-------------------------|---------------------------------|--------------------------------|--|
| Monthly | Operational | Meeting or telephone conference | To be agreed at Implementation | Monthly MI |
| Quarterly | Operational | Meeting | To be agreed at Implementation | Highlight Report Continuous Improvement Plan |
| Bi-annually | Operational / Strategic | Meeting | To be agreed at Implementation | Highlight Report, Mid-Year Review and Forecast Report |
| Annually | Strategic | Meeting | To be agreed at Implementation | Highlight Report, End of Year Review and Forecast Report |

- 4.6.3. The Supplier shall ensure the required representative attends each of the Supplier Review meetings and provides the information as stated at least 7 days in advance of the confirmed meeting date.
- 4.6.4. Unless otherwise directed by the Authority, Supplier review meetings shall take place in Liverpool. Attendance by the Supplier at these meetings is mandatory and shall be at the Supplier's own expense.
- 4.6.5. The Supplier's Account Manager or Supplier representative (as appropriate) shall prepare for discussion:
- i. Supplier's performance against Service Levels as set out in Attachment 4a Framework Schedule 2 (Services and Key Performance Indicators)
 - ii. Identified risks and issues and measures put in place to mitigate

- iii. Proposals on and/or progress against agreed initiatives to perform within a leaner process
 - iv. Proposals on and/or progress against agreed initiatives to provide economies of scale
- 4.6.6. The Supplier shall provide the Authority with a Supplier Dashboard Report covering a period of time to be stated by the Authority on a quarterly, bi-annual and annual basis. The Supplier shall utilise graphs and charts to indicate trends and variances. The content of this report shall provide high level information on the following as a minimum, but may be subject to change:
- i. Sales;
 - ii. Savings;
 - iii. Further competition analysis, including number of opportunities won, lost etc.;
 - iv. Supplier pipeline;
 - v. Marketing opportunities.
- 4.6.7. The purpose of the aforementioned requirements is for the Supplier and the Authority to ensure effective implementation of the Framework Agreement and Call Off Contracts, as well as monitoring the effective delivery of identified key initiatives throughout the life of the Framework Agreement.
- 4.6.8. Failures or dips in performance shall be addressed by the Authority with the Supplier at Framework Agreement level and where applicable a Performance Improvement Plan (PIP) shall be developed to improve performance, consider efficiency opportunities and deliver an enhanced service provision.

4.7 SUPPLIER USER GUIDES

- 4.7.1. The Supplier shall develop a User Guide for each Contracting Authority Call Off Contract.
- 4.7.2. User Guides shall provide detailed instructions pertaining to the operation of the Service(s) and may include, but shall not be limited to, to any or all of the following subject areas:
- i. Overview organisation and of the services;
 - ii. Contract manager details;
 - iii. Guidance on correct use of services available;
 - iv. Guidance on correct use of Consumables;
 - v. Helpdesk and or local depot contact numbers;
 - vi. Security;
 - vii. Supplier obligations, including subcontractors and owner drivers which the Supplier may utilise from time to time;
 - viii. Customer obligations;
 - ix. Incident escalation procedures and procedures for complaints handling;

- x. Addressing standards;
 - xi. Packaging and transportation standards;
 - xii. Forecasting requirements;
 - xiii. Cost of change tools;
 - xiv. Return addresses and undeliverable mail/parcels;
 - xv. Value added services;
 - xvi. Detailed customer obligations;
 - xvii. Details of support provision provided by Supplier, including telephone numbers and email addresses.
- 4.7.3. The Supplier shall include a glossary of terms in each User guide.
- 4.7.4. User Guides shall be provided on a free of charge basis and shall be produced electronically in an MS readable format.
- 4.7.5. User Guides shall be reviewed and updated as appropriate to reflect changes in routine operational practice. Any changes must be agreed in advance and in writing with the Contracting Authority, such agreement not to be unreasonably withheld.

4.8 MANAGEMENT OF ROAD RISK AND SAFETY

4.8.1. Roadworthiness:

- 4.8.2. The Supplier shall ensure that all vehicles meet the requirement and comply with UK transport Laws.
- 4.8.3. The Supplier shall on recruitment and then at least twice a year thereafter check all drivers' licences directly against the Department for Transport (DVLA) record with a maximum interval of 6 months between checks.
- 4.8.4. The Supplier shall ensure that all contracts of employment require drivers to provide notification within 24 hours of conviction of any motoring offence, or of any other offence affecting their suitability to drive or the diagnosis of any medical condition which could affect their suitability to drive.
- 4.8.5. The Supplier shall maintain a register of such notifications or endorsement details and a copy of the driver's licence record shall be held on your files.
- 4.8.6. The Supplier shall certify within three months of recruitment and then at least every 2 years thereafter, that all drivers complete and pass a recognised test to measure their understanding of the EU drivers' hours' regulations. The Supplier shall ensure that any serious shortcomings are rectified within 30-days of a test failure by advice, tuition and re-testing as appropriate.
- 4.8.7. The Supplier shall certify on permanent appointment of a driver and then at least every 2 years thereafter, that all managers and supervisors, responsible for drivers complete and pass a test to measure their understanding of road transport law including EU drivers' hours' regulations. Any serious shortcomings are rectified by advice, tuition and re-testing as appropriate, within 30-days of a test failure.
- 4.8.8. The Supplier shall hold and produce evidence of a valid Operator's Licence and insurances (vehicle, public liability and employer's liability).

- 4.8.9. The Supplier shall have an effective system in place to ensure vehicles used on the road have the appropriate Vehicle Excise Duty and comply with Vehicle Excise and Registration Act 1994 (VERA).
- 4.8.10. The Supplier shall ensure that vehicles are driven in a manner conducive to passenger safety and comfort at all times, and abide at all times by all road transport Laws/ regulations, the highway code and local bylaws.
- 4.8.11. The Supplier shall guarantee that full engineering safety inspections occur at a maximum of six-weekly intervals to a regular, pre-planned timetable in accordance with the principles in the Department for Transport DVSA guide to maintaining roadworthiness.
- 4.8.12. The Supplier shall have regard to the guide to maintaining roadworthiness in the delivery of Services. This can be viewed via the link below:
<https://www.gov.uk/government/publications/guide-to-maintaining-roadworthiness>

4.9 COMPLIANCE WITH TRANSPORT REGULATIONS:

- 4.9.1. The Supplier shall ensure that all vehicles and sub- contractor vehicles comply with current UK and EU transport regulations.
- 4.9.2. Suppliers shall be required to ensure their vehicles or vehicles used in the delivery and performance of this Framework Agreement comply with the relevant transport regulations, including but not limited to:
<https://www.gov.uk/government/collections/vehicle-safety-and-maintenance-guides>
- i. Vehicle Excise and Registration Act 1994 (VERA);
 - ii. Standard International Operator's Licence (This applies to all vehicles with a gross vehicle weight rating above 3.5 tonnes.);
 - iii. Certificate of Professional Competence (CPC);
 - iv. Community Licences and road haulage permits (allow drivers to use a single permit for trips between all EU Member states. The licence also allows transit traffic through EU member states and to and from non-member countries. Community Licences also allow cabotage, i.e. journeys entirely within one other EU Member).

4.10 IDENTIFICATION OF REQUIREMENTS

- 4.10.1. It is critical that the Supplier shall and can provide objective and professional advice to Contracting Authorities who seek to use this agreement.
- 4.10.2. All advice provided shall be accurate and designed to drive value and efficiencies for the Contracting Authorities.
- 4.10.3. All Suppliers will be required to liaise with Contracting Authorities IT management teams to confirm the suitability of their network requirements and operational Software being proposed, where required.
- 4.10.4. All survey and connectivity reports are to be agreed and signed by both parties to the Call Off Contract.

- 4.10.5. Suppliers shall ensure full visibility of the supply chain as a minimum these should be:
- i. Use of Sub Contractors;
 - ii. Attribution of cost.

4.11 ADVICE and AUDIT

- 4.11.1. Due to the very nature of requirements under this Courier Services Framework Agreement, the Supplier shall provide advice to the Contracting Authority. The Advice must be appropriate for the immediate requirement, not put the Contracting Authority, Supplier Personnel or member of the public at risk and fit within a sound strategic direction for the Contracting Authority.
- 4.11.2. The Supplier shall be accountable to the Contracting Authority for the quality of the Supplier's advice.
- 4.11.3. The advice provided by the Supplier must, where appropriate, consider the Contracting Authorities existing processes and organisational infrastructure and consider how to deal with existing legacy services and processes effectively.
- 4.11.4. The Supplier shall ensure that all advice and recommendations for service provisions and service improvements provided to Contracting Authorities is relevant to the services being sought from the Contracting Authority and accurately reflects any Good Industry Practice, does not jeopardise the reputation of the Contracting Authority and does not put the delivery of the services at risk. The purpose of any advice provided by the Supplier shall be to ensure that efficiencies are achieved and that benefits are delivered including the need to drive value for money and cost benefits.
- 4.11.5. The Supplier shall comply with any request by the Authority and/or the Contracting Authority to conduct site audits during the lifetime of the framework agreement or Call Off Contract in order to meet the requirements of this Framework Agreement.

4.12 COLLECTION TIMES

- 4.12.1. The Supplier shall work with the Contracting Authority to offer a mutually acceptable collection time in relation to the collection of items from Contracting Authorities premises.
- 4.12.2. Such collection times shall ensure that delivery timescales for items can be achieved.
- 4.12.3. The collection of items from the Contracting Authority premises shall be made on a free of charge basis.
- 4.12.4. The Authority accepts that on occasions, the Contracting Authority may request an urgent, un-scheduled collection. The Authority acknowledges that such collections may attract a fee; however the Authority expects the Supplier to make every effort to keep such a charge to an absolute minimum. This will be agreed on an individual basis between the Supplier and the Contracting Authority at the Call Off Stage.

4.13 UNDELIVERED ITEMS

- 4.13.1. The Supplier shall have a robust process in place for dealing with items which have not been delivered successfully.
- 4.13.2. All undelivered items should be immediately returned to the Contracting Authority with an explanation as to why the item could not be delivered, including but not limited to:
 - i. Addressee gone away;
 - ii. Addressee not at the address;
 - iii. Incorrect address;
 - iv. Incorrectly packaged.
- 4.13.3. Under no circumstances should an undelivered item be destroyed unless without the prior written consent of the Contracting Authority.
- 4.13.4. The supplier shall advise a customer of none delivery within 48 hours where the item is tracked and seek Contracting Authority guidance on next steps i.e. where the item should be returned to.

4.14 PROVISION OF CONSUMABLES AND EQUIPMENT

- 4.14.1. The Supplier shall provide a Contracting Authority with the use of the property and materials necessary for the Supplier to undertake the service obligations in the most efficient and cost effective manner. Such property and materials may include, but is not limited to:
 - i. The necessary Software (including installation, training and de-commissioning) to enable the Contracting Authority to interface directly with suitable approved Software e.g. online account interface;
 - ii. Label printer (including associated cables, power supply unit, installation and decommissioning);
 - iii. Printer Consumables;
 - iv. Labels;
 - v. Bags/trays;
 - vi. Bag ties;
 - vii. Manifest templates.

4.15 SUPPORT, TRAINING AND PERFORMANCE

- 4.15.1. The Supplier shall offer training to Contracting Authorities to ensure that they fully understand and are fully conversant with the Supplier services and the Contracting Authority obligations in terms of presentation of consignments, addressing, packaging etc.
- 4.15.2. It will be agreed between the Supplier and Contracting Authority at the Call Off Stage what degree of training is required at the time of further competition under this Framework Agreement, however it is anticipated that training will include but not be limited to:

- i. Services training on the Contracting Authority site;
 - ii. Refresher training for all new Contracting Authority staff, where services are new.
- 4.15.3. From time to time broader training may be required by the Contracting Authority. It may be topic rather than services based, e.g. managing courier output, driving standardisation etc.
- 4.15.4. The Supplier shall offer training or refresher training to the Contracting Authority at periodic times during the lifetime of the agreement, rather than waiting for an error to be made.
- 4.15.5. Training offered by the Supplier shall be offered free of charge.

4.16 CUSTOMER SERVICE AND SUPPORT HOURS

- 4.16.1. The Supplier shall make available to the Contracting Authority a single point of contact, capable of recording and dealing with all enquiries from Contracting Authority Personnel in relation to the services being provided.
- 4.16.2. As a minimum, customer service and support hours will cover 08.00 to 18.00 Monday to Friday, excluding UK Bank Holidays.
- 4.16.3. The Supplier shall provide the following support to the Contracting Authorities:
- i. Log support calls with a help desk by email, by phone or customer service portal;
 - ii. Log calls through automated email service alerts;
 - iii. Receive telephone support for all services;
 - iv. Receive remote support via the network where this is specifically authorised and facilitated by the Contracting Authority.
- 4.16.4. User support may include, but shall not be limited to the provision of the following services;
- i. Access to User documentation pertaining to the Supplier's services, including system manuals, User guides, on-line help, FAQs;
 - ii. Updating of documentation to reflect new versions of the Supplier's services;
 - iii. Provision of operational support as part of their application management service;
 - iv. Provision of second line operational support and help desk services to the Contracting Authority Users in respect of the Suppliers services under this Framework Agreement and its associated activities, investigation and resolution of all technical issues arising from reported problems;
 - v. Provision of a single service management system for incident management, problem resolution and change management, with a designated Account Manager as a single point of contact for User support.
- 4.16.5. The Supplier shall agree with the Contracting Authority a process whereby 'Out of Hours' support is made available when required. The conditions and

costs associated with this support will be agreed on an individual basis between the Contracting Authority and the Supplier at the Call Off Contract Stage.

4.17 OUT OF OFFICE/EXTENDED SUPPORT

- 4.17.1. There may be a Contracting Authority requirement for Out of Hours Services, which fall outside of the core 8:00 to 18:00 coverage. This may include but not be limited to weekends, bank holidays 24 hour coverage or any other additional hours are specified at call off stage. The conditions and costs associated with this support will be agreed at call off stage between the Supplier and Contracting Authority.

ANNEX 1 - COURIER SERVICES FRAMEWORK AGREEMENT RM3798 – LOT 1 SPECIFIC REQUIREMENTS

LOT 1 COLLECTION AND DELIVERY OF DOCUMENTS AND PARCELS:

1. INTRODUCTON

- 1.1 This Annex 1 specifies the scope of the Lot 1 Specific Requirements that the Supplier shall make available to Contracting Authorities and their Customer(s).
- 1.2 Additionally there may be other services that are required and these will be further specified at the Call Off Agreement stage so long as the requirement falls within the scope of Lot 1 requirements.
- 1.3 The requirement is for the provision of a cost effective, flexible, high quality and value for money collection and delivery of documents and parcels service to Contracting Authorities and their Customer(s).
- 1.4 The contents of this Annex 1 shall apply to each Order made in relation to a requirement under this Lot.
- 1.5 At such a time as a Contracting Authority and their Customer(s) places an Order the precise details of the Services ordered will be specified in the ensuing Call Off Agreement.

2. SCOPE OF THE REQUIREMENT

- 2.1. The scope of Lot 1 will be to deliver a full suite of services capable of fulfilling the broad range of Contracting Authority requirements for the Collection and Delivery of Documents and Parcels.
- 2.2. It is envisaged that the Framework Agreement will be accessed by a broad Contracting Authority base with differing requirements. The Supplier shall have flexibility and scalability to meet the current and future needs and strategies of public sector Contracting Authorities.
- 2.3. Suppliers should be aware that the following requirements are not covered within the scope of Lot 1:
 - i. Secure delivery;
 - ii. Exam papers;
 - iii. Cash and cheque movements;
 - iv. Dedicated vehicle movements and sortation;
 - v. Security screening.
- 2.4. Suppliers should also be aware that specialist courier movements, i.e. hazardous, infectious, radioactive etc. consignments will be serviced by a separate Crown Commercial Service Framework Agreement (RM3799).

3. MANDATORY REQUIREMENTS

For the avoidance of doubt you MUST be able to provide the following services:

3.1. Next Day Consignment Deliveries

- 3.1.1. A next day requirement means that the Supplier shall be capable of collecting a consignment and delivering the consignment to the delivery address the day after collection.
 - 3.1.2. The Supplier shall be capable of offering a wide range of next day delivery speeds, including but not limited to:
 - i. Before 9.00am;
 - ii. Before 10.00am;
 - iii. Before 12.00pm;
 - iv. Before 1pm;
 - v. Before 5pm.
 - 3.1.3. All consignments shall be processed via an appropriate sortation hub/depot, which will ensure consignments are delivered as requested by the Contracting Authority. No items should be stored in vehicles overnight.
 - 3.1.4. The Supplier shall be able to provide a range of vehicle types and sizes to deal with the broad range of next day consignment requirements of Contracting Authorities that will utilise this Framework Agreement.
 - 3.1.5. Where required to do so by the Contracting Authority, the Supplier must provide security clearance details of drivers and may be required to supply full booking in details which may include, but not be limited to:
 - i. Vehicle details including registration;
 - ii. Full driver details and estimated time of arrival;
 - iii. Details of the next destination of the vehicle.
 - 3.1.6. The Supplier shall be able to provide a proof of delivery notification to the Contracting Authority to confirm delivery of the consignment. The level of detail required for the proof of delivery shall be agreed between the Supplier and the Contracting Authority at Call Off stage.
 - 3.1.7. The Supplier shall be able to provide a range of indemnity/compensation levels to the Contracting Authority, this may include enhanced indemnity if required. The purpose of such indemnity/compensation is to cover the value of the item in the event of loss, damage or destruction. The Contracting Authority shall be responsible for selecting the appropriate level of indemnity for each consignment.
- #### **3.2. Economy Consignment Deliveries**
- 3.2.1. An economy requirement means that the Supplier shall be capable of collecting a consignment and delivering the consignment to the delivery address within an agreed number of days after collection.
 - 3.2.2. The Supplier shall be capable of offering a wide range of economy delivery speeds, including but not limited to:
 - i. Delivery within 2 days of collection (48 Hours);

- ii. Delivery within 3 days of collection (72 Hours);
 - iii. Delivery within 5 days of collection;
 - iv. Delivery within 7 days of collection.
- 3.2.3. All consignments shall be processed via an appropriate sortation hub/depot, which will ensure consignments are delivered as requested by the Contracting Authority. No items should be stored in vehicles overnight at any part of the process.
- 3.2.4. The Supplier shall be able to provide a range of vehicle types and sizes to deal with the broad range of economy movement requirements of the Contracting Authorities.
- 3.2.5. The Supplier shall be able to provide a proof of delivery notification to the Contracting Authority to confirm delivery of the consignment. The level of detail required for the proof of delivery shall be agreed between the Supplier and the Contracting Authority at Call Off stage.
- 3.2.6. The Supplier shall be able to provide a range of indemnity levels to the Contracting Authority, this may include enhanced indemnity if required. The Contracting Authority shall be responsible for selecting the appropriate level of indemnity for each consignment.

3.3. Addressing

- 3.3.1. It is imperative that items are addressed correctly to avoid delays in the delivery of consignments and to avoid the risk of a consignment not being delivered at all. The Supplier shall provide the Contracting Authority with a guide which clearly articulates how items should be addressed in order to maximise the benefits of the Suppliers service and ensure the item is protected.
- 3.3.2. The Supplier shall immediately address badly or incorrectly addressed consignments with the Contracting Authority to improve addressing standards and ensure delivery of the consignment within the required delivery timescales.
- 3.3.3. The Supplier will work with the Contracting Authorities to offer alternative addressing formats to ensure the location/street address of the Contracting Authority is not identified and remains confidential. This may include, but is not limited to:
- i. One line addresses;
 - ii. Disguised addresses – where the actual street location of premises remains anonymous.

3.4. Packaging

- 3.4.1. It is imperative that items are dispatched in the appropriate packaging to avoid loss or damage to a consignment. The Supplier shall provide the Contracting Authority with a guide which clearly articulates how items should be packaged in order to maximise the benefits of the Suppliers service and ensure the item is protected.
- 3.4.2. The Supplier shall immediately address badly packed or incorrectly packaged items with the Contracting Authority.

- 3.4.3. The Supplier shall ensure that any packaging supplied by the Supplier to the Contracting Authority meets the Government packaging standards which can be found at the following link:

<https://www.gov.uk/government/publications/packaging-essential-requirements-regulations-guidance-notes>

- 3.4.4. The Supplier shall ensure uniform and consistent packaging that is fully compliant with the law and prevailing regulations at the time. Any changes to such laws or prevailing regulations should be addressed immediately.
- 3.4.5. Where applicable, the Supplier shall adhere to United Kingdom and EU legislation for the disposal of packaging.

3.5. Loss or Damage

- 3.5.1. The Contracting Authority shall be responsible for ensuring that at the point of hand over to the Supplier, all consignments are free from damage, the packaging is appropriate for the item(s) being dispatched and the packaging is not over-filled causing weakness to the structure.
- 3.5.2. The Supplier shall be responsible for all consignments within its possession from collection of the consignment through to the delivery of the consignment at the correct delivery location.
- 3.5.3. The Supplier shall have appropriate practices and procedures in place to maintain the integrity of the consignment and keep all consignments free from damage, loss or destruction whilst in the Supplier's possession.
- 3.5.4. The Supplier shall immediately report to the Contracting Authority, when an item in its possession has been damaged, lost or destroyed.
- 3.5.5. The Supplier shall have a robust reporting process in place to record all the appropriate information in relation to lost, damaged or destroyed consignments and such a report must be submitted to the Contracting Authority within 24 hours of such a discovery.
- 3.5.6. The Contracting Authority shall be eligible for compensation from the Supplier for any consignments that are lost, damaged or destroyed whilst in the Suppliers possession. Compensation shall be agreed between the Supplier and the Contracting Authority at Call Off stage and shall be fair and reasonable and should represent the incidental loss to the Contracting Authority.

3.6. Collections

- 3.6.1. Collections may be required from a business address or a residential address, as required by the Contracting Authority. All collection and delivery instructions will be defined by the Contracting Authority at Call Off stage.
- 3.6.2. The successful Supplier shall be able to provide a range of flexible solutions, including but not limited to:
- i. Ad-hoc collections – potentially at short notice or urgent collection;
 - ii. Scheduled consignments – regular collections from a pre-agreed collection point location (s) at a pre-agreed time;
 - iii. Time critical collections – Often within 20-30 minutes of the request being made. This time critical requirement is imperative, particularly for some Contracting Authorities where urgent transportation is needed between premises;

- iv. Out of Hours Collection - to be available 24 hours a day, 365 days a year.
- 3.6.3. Where a scheduled collection is required, the supplier shall work with the Contracting Authority to agree a suitable collection time. The Supplier shall be required to maintain this collection time during the life time of the Call Off Contract, unless a formal amendment is made in writing and mutually agreed between the Contracting Authority and the Supplier. It is accepted that a window of +/- 15 minutes either side of this agreed collection time will be deemed acceptable.
- 3.6.4. If there are any restrictions, limitations or special requirements that the Supplier will need to be made aware of in order to successfully undertake the appropriate collection, then these will be defined by the Contracting Authority at Call Off stage.

3.7. Deliveries

- 3.7.1. Deliveries may be required to a business address or a residential address, as required by the Contracting Authority.
- 3.7.2. The Supplier must be able to provide a full range of delivery options to the Contracting Authority, including but not limited to:
- i. Delivery to multiple locations – number of consignments collected from one address to be delivered to multiple addresses/locations;
 - ii. Deliveries outside of office hours – to be available 24 hours a day, 365 days a year;
 - iii. Deliveries to residential addresses;
 - iv. Deliveries to multiple locations within a single building or site;
 - v. Deliveries to third party providers.
- 3.7.3. If there are any restrictions, limitations or special requirements that the Supplier will need to be made aware of in order to successfully undertake the delivery of a consignment, then these will be defined by the Contracting Authority at Call Off stage, where the Contracting Authority is aware that such restrictions, limitations or special requirements exist.

4. ADDITIONAL SERVICE REQUIREMENTS

The below Services are not mandatory requirements, but cover additional requirements that the Supplier may have indicated they can provide within their Tender submission. For the avoidance of doubt, these are not Mandatory requirements and failure to provide any/all of these services will not prevent the Supplier from being able to perform successfully on this Framework.

4.1. Same Day Consignment Deliveries

- 4.1.1. A same day requirement means that the Supplier shall be capable of collecting a consignment and delivering the consignment within the same day, without the need for the consignment to be off loaded from the vehicle and processed through a sortation hub and/or line haul operation.
- 4.1.2. The Authority and Contracting Authorities accept that a same day requirement is a premium service.
- 4.1.3. Where the distance between the collection point of a consignment and the delivery address would mean that drivers hours regulations are breached, the Supplier shall agree in advance with the Contracting Authority a suitable solution that ensures the consignment is delivered on time, but does not put the Supplier at risk of committing any offences. This may include, but is not limited to:
 - i. A dual manned vehicle;
 - ii. A change to the driver at an agreed point on the journey to the delivery destination;
 - iii. The consignment is securely transferred to a different vehicle at an agreed point on the journey to the delivery destination.
- 4.1.4. The Supplier shall be able to provide a range of vehicle types and sizes to deal with the broad range of same day movement requirements of the Contracting Authorities.
- 4.1.5. Where required to do so by the Contracting Authority, the Supplier shall provide security clearance details of drivers and may be required to supply full booking in details which may include, but not be limited to:
 - i. Vehicle details including registration;
 - ii. Full driver details and estimated time of arrival;
 - iii. Details of the next destination of the vehicle.
- 4.1.6. As same day consignments are time critical, the Supplier shall be able to provide a tracking service, which as a minimum must include a web-accessible tracking service that is capable of monitoring the delivery stages of a consignment from the collection point to the delivery point.
- 4.1.7. The Supplier shall have a process in place that is capable of notifying the Contracting Authority immediately, should there be any change to the delivery route of the consignment due to unforeseen circumstances and should be able to articulate what impact, if any, this re-routing will have on the delivery time of the consignment.
- 4.1.8. The Supplier shall be able to provide a proof of delivery notification to the Contracting Authority to confirm delivery of the consignment. The level of

detail required for the proof of delivery shall be agreed between the Supplier and the Contracting Authority at Call Off stage.

- 4.1.9. The Supplier shall be able to provide a range of indemnity levels to the Contracting Authority, this may include enhanced indemnity if required. The Contracting Authority shall be responsible for selecting the appropriate level of indemnity for each consignment.
- 4.1.10. It is the individual Contracting Authority responsibility to assess whether a consignment needs to be moved via a same day service or whether a next day service with an allotted delivery time would be more cost effective and offer value for money.
- 4.1.11. The Supplier shall work with the Contracting Authority to seek to reduce the number of same day consignment movements over time where possible, as part of a programme of continuous improvement, standardisation and innovation.

4.2. Bulk Courier Consignment Deliveries

- 4.2.1. The Supplier shall be capable of collecting large, bulk consignments and delivering the consignments to the delivery address within an agreed number of days after collection.
- 4.2.2. Bulk consignments could include, but are not limited to:
 - i. Large scale distribution;
 - ii. Pallet deliveries;
 - iii. Overweight / Oversized items.
- 4.2.3. The Supplier shall be able to provide an appropriate range of vehicle types and sizes to deal with the broad range of bulk consignment requirements of the Contracting Authorities.
- 4.2.4. The Supplier shall ensure that the appropriate level of resource and handling Equipment is provided to ensure the safe and effective handling of all bulk consignments.
- 4.2.5. The Supplier shall be able to provide a proof of delivery notification to the Contracting Authority to confirm delivery of the consignment. The level of detail required for the proof of delivery shall be agreed between the Supplier and the Contracting Authority at Call Off stage.
- 4.2.6. The Supplier shall be able to provide a range of indemnity levels to the Contracting Authority, this may include enhanced indemnity if required. The Contracting Authority shall be responsible for selecting the appropriate level of indemnity for each consignment.

4.3. International Consignment Deliveries

- 4.3.1. The Supplier shall be able to offer an international courier service which is capable of meeting the varying and often diverse requirements of Contracting Authorities.
- 4.3.2. The Supplier shall be able to deliver consignments to any required address, as requested by the Contracting Authority, within Europe and Worldwide using its own resources or those of a partner organisation(s).

- 4.3.3. The Supplier shall have the capability to facilitate the collection of various consignment types from within Europe and Worldwide locations using its own resources or those of a partner organisation(s) and deliver to addresses within the UK.
- 4.3.4. The Supplier shall be capable of providing a range of delivery speeds for International consignments, including but not limited to:
- Priority Europe - 1 to 3 days after collection, Worldwide – 1 to 4 days after collection
- Standard Europe – 2 to 4 days after collection, Worldwide – 3 to 7 days after collection
- Economy Europe – 3 to 7 days after collection, Worldwide – 7 to 10 days after collection
- The Authority will accept variants to these delivery timescales where they offer improved delivery timescales.
- 4.3.5. The Supplier shall be able to provide a proof of delivery notification to the Contracting Authority to confirm delivery of the consignment. The level of detail required for the proof of delivery shall be agreed between the Supplier and the Contracting Authority at Call Off stage.
- 4.3.6. The Supplier shall be able to provide a range of indemnity levels to the Contracting Authority, this may include enhanced indemnity if required. The Contracting Authority shall be responsible for selecting the appropriate level of indemnity for each consignment.
- 4.3.7. The Supplier shall provide a comprehensive list of international destinations that are not accessible due to political unrest, war or other events which are outside of the control of the Supplier. This list shall be maintained over the lifetime of the Framework Agreement and updated regularly as events change.

ANNEX 2 - COURIER SERVICES FRAMEWORK AGREEMENT RM3798 – LOT 2 SPECIFIC REQUIREMENTS

LOT 2 - SECURE COLLECTION AND DELIVERY OF SENSITIVE DOCUMENTS AND PARCELS INCLUDING HIGH VALUE CONSIGNMENTS

1. INTRODUCTION

- 1.1. This Annex 2 specifies the scope of the Lot 2 Specific Requirements that the Supplier shall make available to Contracting Authorities and their Customer(s).
- 1.2. Additionally there may be other services that are required and these will be further specified at the Call Off Agreement stage so long as the requirement falls within the scope of Lot 2 requirements.
- 1.3. The requirement is for the provision of a cost effective, flexible, high quality and value for money collection and delivery of documents and parcels service to Contracting Authorities and their Customer(s).
- 1.4. The contents of this Annex 2 shall apply to each Order made in relation to a requirement under this Lot.
- 1.5. At such a time as a Contracting Authority and their Customer(s) places an Order the precise details of the Services ordered will be specified in the ensuing Call Off Agreement.

2. SCOPE OF THE REQUIREMENT

- 2.1. The scope of Lot 2 shall deliver a full suite of service lines capable of fulfilling the broad range of Contracting Authorities requirements for the secure collection and delivery of sensitive documents and parcels including high value consignments.
- 2.2. The scope of Lot 2 differs from Lot 1 of this Framework Agreement in that the goods transported will require additional security, full track and trace at every point between collection and delivery and additional layers of indemnity due to the value and nature i.e. museum artefacts, IT, jewellery etc.
- 2.3. It is envisaged that the Framework Agreement will be accessed by a broad Contracting Authority base with differing requirements. The Supplier shall have flexibility and scalability to meet the current and future needs and strategies of public sector Contracting Authorities.
- 2.4. The Supplier shall be aware that the following requirements are not covered within the scope of Lot 2:
 - i. Collection and delivery of documents and parcels;
 - ii. Exam papers;
 - iii. Cash and cheque movements;
 - iv. Dedicated vehicle movements and sortation;
 - v. Security screening.

- 2.5. The Supplier shall also be aware that specialist courier movements, i.e. hazardous, infectious, radioactive etc. consignments will be serviced by a separate Crown Commercial Service Framework Agreement (RM3799).

3. MANDATORY REQUIREMENTS

For the avoidance of doubt you MUST be able to provide the following services:

3.1. Secure same day delivery of sensitive documents and parcels including high value consignments.

3.1.1. A same day requirement means that the Supplier shall be capable of collecting sensitive documents and parcels including high value consignments and delivering the consignment within the same day, without the need for the consignment to be off loaded from the vehicle and processed through a sortation hub and/or line haul operation.

3.1.2. The Authority and Contracting Authorities accept that a same day requirement is a premium service.

3.1.3. Where the distance between the collection point of a consignment and the delivery address would mean that drivers hours regulations are breached, the Supplier shall agree in advance with the Contracting Authority a suitable solution that ensures the consignment is delivered on time, but does not put the Supplier at risk of committing any offences. This may include, but is not limited to:

- i. A dual manned vehicle;
- ii. A change to the driver at an agreed point on the journey to the delivery destination;
- iii. The consignment is securely transferred to a different vehicle at an agreed point on the journey to the delivery destination.

Please see link below for details on drivers' hour's regulations:

<https://www.gov.uk/government/collections/drivers-hours-rules-and-guidance>

3.1.4. The Supplier shall be able to provide a range of vehicle types and sizes to deal with the broad range of same day secure movement requirements of the Contracting Authorities.

3.1.5. Where required to do so by the Contracting Authority, the Supplier shall provide security clearance details of drivers and may be required to supply full booking in details which may include, but not be limited to:

- i. Vehicle details including registration;
- ii. Full driver details and estimated time of arrival;
- iii. Details of the next destination of the vehicle.

3.1.6. The Supplier shall have a process in place that is capable of notifying the Contracting Authority immediately, should there be any change to the delivery route of the consignment due to unforeseen circumstances and should be able to articulate what impact, if any, this re-routing will have on the delivery time of the consignment.

3.1.7. It is the individual Contracting Authority's responsibility to assess whether a consignment needs to be moved via a same day secure service or whether a

next day secure service with an allotted delivery time would be more cost effective and offer value for money.

- 3.1.8. The Supplier shall work with the Contracting Authority to seek to reduce the number of same day consignment movements over time where possible, as part of a programme of continuous improvement, standardisation and innovation.

3.2. Secure next day delivery of sensitive documents and parcels including high value consignments

- 3.2.1. A secure next day requirement means that the Supplier shall be capable of collecting sensitive documents and parcels including high value consignments and delivering the consignment to the delivery address the day after collection.

- 3.2.2. The Supplier shall be capable of offering a wide range of next day delivery speeds, including but not limited to:

- i. Before 9.00am;
- ii. Before 10.00am;
- iii. Before 12.00pm;
- iv. Before 1pm;
- v. Before 5pm.

- 3.2.3. The Supplier shall provide a secure compound to ensure the segregation of all sensitive documents and high value consignments where such items are to be secured overnight. The secure compound should have 24 hour CCTV surveillance as a minimum. The Contracting Authority may request additional security dependent on the value of the consignments.

- 3.2.4. The Supplier shall ensure that no items are stored in vehicles overnight.

- 3.2.5. The Supplier shall be able to provide a range of vehicle types and sizes to deal with the broad range of next day consignment requirements of Contracting Authorities that will utilise this Framework Agreement. There will be a requirement for Suppliers to supply vehicles that are fitted with Global Positioning Systems (GPS).

- 3.2.6. Where required to do so by the Contracting Authority, the Supplier shall provide security clearance details of drivers and may be required to supply full booking in details which may include, but not be limited to:

- i. Vehicle details including registration;
- ii. Full driver details and estimated time of arrival;
- iii. Details of the next destination of the vehicle.

3.3. Secure collection of sensitive documents and parcels including high value consignments

- 3.3.1. Secure collections will be required from a business address or a residential address, as required by the Contracting Authority. All collection and delivery instructions will be defined by the Contracting Authority at Call Off stage.

- 3.3.2. The successful Supplier shall be able to provide a range of flexible solutions, including but not limited to:

- i. Ad-hoc collections – potentially at short notice or urgent collection;

- ii. Scheduled consignments – regular collections from a pre-agreed collection point location(s) at a pre-agreed time;
 - iii. Time critical collections – often within 20-30 minutes of the request been made. This time critical requirement is imperative, particularly for some Contracting Authorities where urgent transportation is needed between premises;
 - iv. Out of Hours collection - to be available 24 hours a day, 365 days a year.
- 3.3.3. Where a scheduled collection is required, the supplier shall work with the Contracting Authority to agree a suitable collection time. The Supplier shall be required to maintain this collection time during the lifetime of the Call Off Contract, unless a formal amendment is made in writing and mutually agreed between the Contracting Authority and the Supplier. It is accepted that a window of +/- 15 minutes either side of this agreed collection time will be deemed acceptable.
- 3.3.4. If there are any restrictions, limitations or special requirements that the Supplier will need to be made aware of in order to successfully undertake the appropriate collection, then these will be defined by the Contracting Authority at Call Off stage, where the Contracting Authority is aware that such restrictions, limitations or special requirements exist.
- 3.4. Secure delivery of sensitive documents and parcels including high value consignments**
- 3.4.1 Secure deliveries will be required to a business address or a residential address, as required by the Contracting Authority.
- 3.4.2 The Supplier shall be able to provide a full range of delivery options to the Contracting Authority, including but not limited to:
- i. Delivery to multiple locations – number of consignments collected from one address to be delivered to multiple addresses/locations
 - ii. Deliveries outside of office hours – to be available 24 hours a day, 365 days a year
 - iii. Deliveries to residential addresses
 - iv. Deliveries to multiple locations within a single building or site
 - v. Deliveries to third party providers
- 3.4.3 If there are any restrictions, limitations or special requirements that the Supplier will need to be made aware of in order to successfully undertake the delivery of a consignment, then these will be defined by the Contracting Authority at Call Off stage, where the Contracting Authority is aware that such restrictions, limitations or special requirements exist.
- 3.4.4 The Supplier shall ensure that the appropriate level of resource and handling Equipment is provided to ensure the safe and effective handling of all items for delivery.
- 3.5. Indemnity and Enhanced Indemnity**
- 3.5.1. As the scope of requirements under this Lot 2, is for the carriage of sensitive documents and high value consignments, the Supplier shall be able to provide a full and comprehensive range of indemnity levels to the Contracting

Authority, including the option of enhanced indemnity where required by the Contracting Authority to ensure that sensitive and valuable items can be insured at an appropriate value in the event of loss or damage in transit.

- 3.5.2. Whilst the Supplier shall offer a full and comprehensive range of indemnity levels, the Contracting Authority shall be responsible for selecting the appropriate level of indemnity for each consignment they issue, recognising that this may vary from consignment to consignment.

3.6. Proof of Delivery

- 3.7.1. The Supplier shall be able to provide a proof of delivery notification to the Contracting Authority to confirm the secure delivery of the consignment. The level of detail required for the proof of delivery shall be agreed between the Supplier and the Contracting Authority at Call Off stage. This could include but not be limited to:

- i. Delivery, no signature required;
- ii. Delivery with signature required;
- iii. Photograph of door to which the item was delivered.

3.7. Track and Trace

- 3.8.1. The Supplier will provide a full track and trace solution for all consignments. This should include but not be limited to:

- i. End to end tracking including real time tracking and web-accessible tracking that is capable of monitoring the delivery stages of a consignment from the collection point to the delivery point
- ii. Consignee (named individual) only signed proof of delivery at point of both collection and delivery

3.8. Addressing

- 3.9.1. It is imperative that items are addressed correctly to avoid delays in the delivery of consignments and to avoid the risk of a consignments not being delivered at all. The Supplier shall provide the Contracting Authority with a guide which clearly articulates how items should be addressed in order to maximise the benefits of the Suppliers service and ensure the item is protected.

- 3.9.2. Suppliers shall immediately address badly or incorrectly addressed consignments with the Contracting Authority to improve addressing standards and ensure delivery of the consignment within the required delivery timescales.

- 3.9.3. The Supplier will work with the Contracting Authorities to offer alternative addressing formats to ensure the location/street address of the Contracting Authority is not identified and remains confidential. This may include, but is not limited to:

- i. One line addresses;
- ii. Disguised addresses – where the actual street location of premises remains anonymous.

3.9. Packaging

- 3.10.1. It is imperative that items are dispatched in the appropriate packaging to avoid loss or damage to a consignment. The Supplier shall provide the Contracting Authority with a guide which clearly articulates how items should be packaged in order to maximise the benefits of the Suppliers service and ensure the item is protected.
- 3.10.2. Suppliers shall immediately address badly packed or incorrectly packaged items with the Contracting Authority.
- 3.10.3. The Supplier shall ensure that any packaging supplied by the Supplier to the Contracting Authority meets the Government packaging standards which can be found at the following link:
<https://www.gov.uk/government/publications/packaging-essential-requirements-regulations-guidance-notes>
- 3.10.4. The Supplier shall ensure uniform and consistent packaging that is fully compliant with the law and prevailing regulations at the time. Any changes to such laws or prevailing regulations should be addressed immediately.
- 3.10.5. Where applicable, the Supplier shall adhere to United Kingdom and EU legislation for the disposal of packaging.

3.10. Loss or Damage

- 3.11.1. The Contracting Authority shall be responsible for ensuring that at the point of hand over to the Supplier, all consignments are free from damage, the packaging is appropriate for the item(s) being dispatched and the packaging is not over-filled causing weakness to the structure.
- 3.11.2. The Supplier shall be responsible for all consignments within its possession from collection of the consignment through to the delivery of the consignment at the correct delivery location.
- 3.11.3. The Supplier shall have appropriate practices and procedures in place to maintain the integrity of the consignment and keep all consignments free from damage, loss or destruction whilst in the Suppliers possession.
- 3.11.4. The Supplier shall immediately report to the Contracting Authority, when an item in its possession has been damaged, lost or destroyed.
- 3.11.5. The Supplier shall have a robust reporting process in place to record all the appropriate information in relation to lost, damaged or destroyed consignments and such a report must be submitted to the Contracting Authority within 24 hours of such a discovery.
- 3.11.6. The Contracting Authority shall be eligible for compensation from the Supplier for any consignments that are lost, damaged or destroyed whilst in the Suppliers possession. Compensation shall be agreed between the Supplier and the Contracting Authority at Call Off stage and shall be fair, and reasonable and should represent the incidental loss to the Contracting Authority.

4. ADDITIONAL SERVICE REQUIREMENTS

The below Services are not mandatory requirements, but cover additional requirements that the Supplier may have indicated they can provide within their Tender submission. For the avoidance of doubt, these are not Mandatory requirements and failure to provide any/all of these services will not prevent the Supplier from being able to perform successfully on this Framework.

4.1. Secure bulk courier consignment delivery of sensitive documents and parcels including high value consignments

4.1.1. The Supplier shall be capable of collecting sensitive documents and parcels including high value consignments and delivering the consignments to the delivery address within an agreed number of days after collection.

4.1.2. Bulk consignments could include, but are not limited to:

- i. Large scale distribution;
- ii. Pallet deliveries;
- iii. Overweight / oversized Items.

4.1.3. The Supplier shall be able to provide an appropriate range of vehicle types and sizes to deal with the broad range of bulk consignment requirements of the Contracting Authorities.

4.1.4. The Supplier shall ensure that the appropriate level of resource and handling Equipment is provided to ensure the safe and effective handling of all bulk consignments.

4.2. Secure international consignment delivery of sensitive documents and parcels including high value consignments

4.2.1. The Supplier shall be able to offer an international courier service which is capable of meeting the varying and often diverse requirements of Contracting Authorities.

4.2.2. The Supplier shall be able to deliver sensitive documents and parcels including high value consignments to any required address, as requested by the Contracting Authority, within Europe and Worldwide using its own resources or those of a partner organisation(s).

4.2.3. The Supplier may be required to facilitate the collection of various consignment types from within Europe and Worldwide locations using its own resources or those of a partner organisation(s) and deliver to addresses within the UK.

4.2.4. The Supplier shall be capable of providing a range of delivery speeds for International consignments, including but not limited to:

Priority Europe - 1 to 3 days after collection, Worldwide – 1 to 4 days after collection

Standard Europe – 2 to 4 days after collection, Worldwide – 3 to 7 days after collection

The Authority will accept variants to these delivery timescales where they offer improved delivery timescales.

- 4.2.5. The Supplier shall provide a comprehensive list of International destinations that are not accessible due to political unrest, war or other events which are outside of the control of the Supplier. This list shall be maintained over the lifetime of the Framework Agreement and updated regularly as events change.

4.3. Concierge Services and Specialist Services

- 4.3.1. The Supplier shall be required to retain the resources necessary to facilitate the provision of a more specialist service as may be requested by the Contracting Authority from time to time, including but not limited to the provision of import/export custom clearance documents to ensure that no consignment is held up at customs during transit.
- 4.3.2. The Supplier shall possess all relevant knowledge and experience to ensure that any international consignments that may be required to be sent under special instructions and requires the Supplier to facilitate a quick passage through customs are in place including but not limited to ensuring they have a Civil Aviation Authority Regulated Agent in place to ensure swift customs clearance of the consignment.
- 4.3.3. The Supplier shall be able to provide an on board courier service using its own resources or those of a partner organisation(s) and deliver to addresses in the UK, Europe and Worldwide. By on board, the Authority means that the consignment will remain in the physical possession of the delegated Supplier Personnel at all times, including but not limited to actually being accompanied on board an aeroplane. In order to facilitate such a provision, the Supplier will be required to:
- i. Handle consignments which will be carried on civil aircraft;
 - ii. Handle consignments for carriage from any aerodrome in United Kingdom to a destination outside United Kingdom;
 - iii. Handle consignments which require direct and secure hand over to an aircraft operator.

4.4 Enhanced Security

- 4.4.1 The Supplier shall ensure that all employees will have appropriate security clearance and that they shall ensure that all employees carry photograph identification with them at all times, including but not limited to driving licence, photo identity cards and their own organisation identity cards.
- 4.4.2 The Supplier shall where requested by a Contracting Authority, provide security clearance details of drivers making regular deliveries to secure establishments e.g. including but not limited to prisons, high security hospitals or maximum security facilities. The Supplier shall be aware that a higher level of security clearance will be required for certain Contracting Authority customers due to the specific nature of the requirement.
- 4.4.3 The Supplier shall comply with any additional security requirements required by the Contracting Authority and agreed Call off Contract stage, this may include but not be limited to:
- i. A caged area within a vehicle which shall be used for the sole purpose of the Contracting Authority consignment(s);
 - ii. An armoured/bullet proof vehicle for the transportation of high value goods;

- iii. Tamper resistant seals for vehicles that can only be released by the Contracting Authority on arrival at the delivery destination;
 - iv. Dual manned vehicles.
- 4.4.5 The Supplier shall ensure that no items are stored in vehicles overnight.
- 4.4.6 The Supplier shall provide a secure compound to ensure the segregation of all sensitive documents and high value consignments where such items are to be secured overnight. The secure compound should have 24 hour CCTV surveillance as a minimum. The Contracting Authority may request additional security dependent on the value of the consignments.
- 4.4.7 The Supplier and the Contracting Authority shall agree the exact security requirements for each consignment at call off stage, ensuring all aspects of security are in line with the Contracting Authority's security policy and is commensurate with the value of goods being transported and potentially stored overnight.

ANNEX 3 - COURIER SERVICES FRAMEWORK AGREEMENT RM3798 – LOT 3 SPECIFIC REQUIREMENTS

LOT 3 SECURE COLLECTION, STORAGE AND DELIVERY OF EXAMINATION AND TEST PAPERS AND MATERIALS:

1. INTRODUCTION

- 1.1 This Annex 3 specifies the scope of the Lot 3 Specific Requirements that the Supplier shall make available to Contracting Authorities and their Customer(s).
- 1.2 Additionally there may be other services that are required and these will be further specified at the Call Off Agreement stage so long as the requirement falls within the scope of Lot 3 requirements.
- 1.3 The requirement is for the provision of a cost effective, flexible, high quality and value for money collection and delivery of documents and parcels service to Contracting Authorities and their Customer(s).
- 1.4 The contents of this Annex 3 shall apply to each Order made in relation to a requirement under this Lot.
- 1.5 At such a time as a Contracting Authority and their Customer(s) places an Order the precise details of the Services ordered will be specified in the ensuing Call Off Agreement.

2. SCOPE OF THE REQUIREMENT

- 2.1. The scope of Lot 3 will deliver a full suite of service lines capable of fulfilling the broad range of Contracting Authority requirements for the Secure Collection, Storage and Delivery of Examination and Test Papers and Materials. This will include, but not be limited to full end to end process from collection from the collation provider, for delivery to the examination centre, then onward delivery to the awarding examination body marking panel members.
- 2.2. It is envisaged that the Framework Agreement will be accessed by a broad Contracting Authority base with differing requirements. The Supplier shall have flexibility and scalability to meet the current and future needs and strategies of public sector Contracting Authorities.
- 2.3. The Supplier shall be aware that if the Contracting Authority has any limitations or special requirements in place this will be defined by the Contracting Authority at Call Off Contract Stage.
- 2.4. The Supplier shall be aware that there may be a requirement under this Framework Agreement to arrange for the collection and delivery of examination and or test papers from multiple sites (circa 3 scanning bureaus, 7,000 examination centres and 50,000 individual examiners). Whilst the Authority does not guarantee volumes under this Framework Agreement, the Supplier should possess the capacity and capability to deal with such large scale requirements. Contracting Authorities utilising this agreement will define their exact requirements at call off stage.
- 2.5. The Supplier shall ensure that they can provide a variety of vehicles type(s) and sizes to provide the requirements in Lot 3 using its own resources or those of a partner organisation(s).

- 2.6. Possible public sector users of this lot are anticipated to include, but are not limited to:
- i. Not-for-profit trade and chartered associations;
 - ii. Higher Educational Institutions;
 - iii. Local Authorities;
 - iv. Not-for-profit assessment organisations;
 - v. Central Government bodies, their executive agencies and affiliated arms-length bodies;
 - vi. College of Policing to this list.
- 2.7. The Supplier shall be required to make collections and deliveries to a full range of different locations including, but not limited to:
- i. Schools;
 - ii. Colleges;
 - iii. Pupil Referral Units;
 - iv. Higher Educational Institutions;
 - v. Assessment Centres (not in educational institutions);
 - vi. Training venues;
 - vii. British Forces establishments;
 - viii. Business Addresses;
 - ix. Residential addresses;
 - x. Private examiner addresses;
 - xi. Scanning Bureau(s).
- 2.8. It is anticipated that the Supplier shall be required to make the majority of deliveries within the United Kingdom but all successful Suppliers shall be required to have the capacity and capability to make deliveries outside the United Kingdom to address(s), sites, and locations agreed with the Contracting Authority. The Supplier must be able to facilitate this using its own resources or those of a partner organisation(s).
- 2.9. For the purposes of this Lot, the term 'United Kingdom' includes:
- i. England, Wales, Scotland including Highlands and Islands, Northern Ireland;
 - ii. Isle of Man, Channel Islands and Scilly Isles.
- 2.10. Suppliers should also be aware that specialist courier movements, i.e. hazardous, infectious, radioactive etc. consignments will be serviced by a separate Crown Commercial Service Framework Agreement (RM3799).

3. MANDATORY REQUIREMENTS

3.1. Consignment Identification

- 3.1.1. The Supplier shall be required to provide to the Contracting Authority the facility to assign unique consignment numbers for each consignment being transported to ensure that consignments can be identified and tracked effectively.
- 3.1.2. The Supplier shall collaborate with the Contracting Authority to coordinate and conduct quality assurance testing to ensure that consignment labelling has been designed, produced and deployed to the necessary standard needed to satisfy the specified requirements of the Contracting Authority. Checks may include but are not limited to:
- i. Ensuring that wording on all labels is legible and complete (missing no parts of the delivery or return address);
 - ii. Ensuring that any barcoding or indicia has been correctly applied and is functioning correctly;
 - iii. Ensuring that consignment numbers are unique and have not been duplicated;
 - iv. Ensuring that labels have been produced for all specified examinations and assessment centres hosting those examinations;
 - v. Ensuring that all labelling is produced on stationery that has been agreed with the Contracting Authority and reaches the required standard specified by the contract KPIs.
- 3.1.3. The Supplier shall be required to collaborate with the Contracting Authority to ensure the accuracy and quality assurance of the Contracting Authority's address database. This may include, but is not limited to:
- i. Ensuring that all postcodes provided by the Contracting Authority are valid;
 - ii. Ensuring that no postcodes provided by the Contracting Authority have been duplicated.

3.2. Consignment Tracking

- 3.2.1. At all stages from collection to delivery of the consignment, the Supplier shall be required to provide a track and trace facility that enables the Contracting Authority to identify and locate the position of the consignment in the delivery process. The Supplier may provide this track and trace facility via its website or via another medium as agreed with the Contracting Authority.
- 3.2.2. The Supplier shall provide signed and timed proof of collection and successful delivery to the Contracting Authority that is accessible via the Supplier's website or via another medium agreed with the Contracting Authority.
- 3.2.3. Signed proof of collection and delivery may be provided via signature on glass or via another medium as agreed with the Contracting Authority.
- 3.2.4. The Supplier shall be required to ensure that the signatory providing proof of successful delivery is either the consignee or an appropriate proxy within the boundaries that have been agreed with the Contracting Authority.

3.3. Delivery of Consignments

- 3.3.1 The Supplier shall be required to adhere to scheduled delivery times within a tolerance that has been agreed with the Contracting Authority. These scheduled collection times will remain in effect until the end of the Call Off Contract or until otherwise advised by the Contracting Authority.
- 3.3.2 The Supplier shall be required to always deliver the consignment to the address specified on the package and is not permitted to make delivery to a different address unless agreed with the Contracting Authority.
- 3.3.3 Following each delivery attempt, the Supplier shall notify the Contracting Authority of the success or failure of that delivery attempt within 24 hours of the delivery attempt via the communication means agreed with the Contracting Authority.
- 3.3.4 The Supplier shall be required to provide a secure location that meets the security requirements of the Contracting Authority in which to hold consignments that have failed delivery and are awaiting further delivery attempts or delivery back to the specified return address.
- 3.3.5 Where the Supplier has been unable to collect or deliver a consignment, the Supplier shall be required to notify the Contracting Authority of the failed delivery or collection within 24 hours of the instance of failure via the communication method agreed with the Contracting Authority.
- 3.3.6 Whilst it is anticipated that the majority of consignment movements will be according to a pre-agreed and predicted volume forecast, the Supplier shall be required to have the capability to provide emergency same-day delivery for ad hoc consignments at the request of the Contracting Authority.
- 3.3.7 Whilst the scope of Lot 3 will predominantly be UK National collection and Delivery, Contracting Authorities may have a requirement to send consignments internationally from time to time. These shall be defined at Call Off stage by the Contracting Authority.

3.4. Addressing

- 3.4.1 It is imperative that items are addressed correctly to avoid delays in the delivery of consignments and to avoid the risk of a consignment not being delivered at all. The Supplier shall provide the Contracting Authority with a guide which clearly articulates how items should be addressed in order to maximise the benefits of the Suppliers service and ensure the item is protected.
- 3.4.2 Suppliers should immediately address badly or incorrectly addressed consignments with the Contracting Authority to improve addressing standards and ensure delivery of the consignment within the required delivery timescales.
- 3.4.3 Suppliers shall work with the Contracting Authorities to offer alternative addressing formats to ensure the location/street address of the Contracting Authority is not identified and remains confidential. This may include, but is not limited to:
 - i. One line addresses;
 - ii. Disguised addresses – where the actual street location of premises remains anonymous.

3.5. Collection of Consignments

- 3.5.1 The Supplier shall be required to make a number of scheduled and non-scheduled collections including, but not limited to:
- i. Scheduled collections: regular collections from a pre-agreed collection point(s) at pre-agreed times;
 - ii. Ad hoc and emergency collections which may potentially be specified by the Contracting Authority at short notice.
- 3.5.2 The Supplier shall be required to adhere to scheduled collection times within a tolerance that has been agreed with the Contracting Authority. These scheduled collection times will remain in effect until the end of the contract or until otherwise advised by the Contracting Authority.
- 3.5.3 Whilst it is anticipated that the majority of consignment movements will be according to a pre-agreed and predicted volume forecast, the Supplier will be required to have the capability to provide emergency same-day delivery for ad hoc consignments at the request of the Contracting Authority.

3.6. Contract Management and Volume Forecasting

- 3.6.1 The Contracting Authority will provide the Supplier with final anticipated consignment volumes at least one (1) week prior to collection and deliver requirements.
- 3.6.2 The Supplier shall be required to ensure that it has an appropriate number of available and suitable vehicles to perform the delivery of the agreed consignment volumes specified by the Contracting Authority. Whilst volumes will be predicted as accurately as possible, the Supplier should ensure that tolerances are agreed with the Contracting Authority to ensure that suitable numbers of additional vehicles can be deployed to provide collection and delivery services if volumes are exceeded within the agreed tolerances.

3.7. Incident Reporting

- 3.7.1 The Supplier shall be required to notify the Contracting Authority immediately in the event that any consignments are found to be damaged to the extent that part or all of the contents may be illegible.
- 3.7.2 In the event that part or all of a consignment is found to be missing, the Supplier shall be required to notify the Contracting Authority immediately.
- 3.7.3 The Supplier shall ensure that investigations are made immediately to attempt to locate the missing consignment and shall be required to provide regular updates to the Contracting Authority within an agreed timescale with the Contracting Authority.
- 3.7.4 The Supplier shall be required to record any incidents of delay, damage or loss to the consignments in its care in a format that is accessible to the Contracting Authority. The Supplier shall be required to update this record regularly and within timescales that are agreed with the Contracting Authority.
- 3.7.5 The Supplier shall be required to notify the Contracting Authority immediately if it believes that the actions of the Contracting Authority and its employees are posing a risk to the success of the consignment collection and delivery or the security of the consignment in transit.

3.8. Security

- 3.8.1. The Supplier shall ensure that all personnel carry relevant photographic identification upon their person at all times including but not limited to:
- i. A UK driving licence;
 - ii. Photo identity cards;
 - iii. Organisation identity cards.
- 3.8.2. The Supplier shall be aware that performance of these services will require delivery personnel to access educational establishments including school premises and as such the Supplier will be required to ensure that delivery personnel (including third party and sub-contractor personnel) have the required security clearance as specified by the Contracting Authority.
- 3.8.3. The Supplier shall, where requested by the Contracting Authority, be required to make available to them the security clearance details of all personnel involved in the performance of the service of this Lot. Whilst security requirements pertinent to the requirement will be defined at Call Off stage, the Supplier should be prepared to provide enhanced security where required by the Contracting Authority. The Supplier shall be required to notify the Contracting Authority immediately if any of the consignments appear to have been tampered with prior to the consignment being collected by the Supplier.
- 3.8.4. The Supplier shall be required to provide secure storage space for consignments awaiting delivery to assessment centres that meets the security requirements of the Contracting Authority. This may include, but is not limited to:
- i. Provision of CCTV monitoring;
 - ii. Restricted access via security pass;
 - iii. Provision of security personnel;
 - iv. A segregated secure area, solely for the use of examination and test papers and materials.
- 3.8.5. The Supplier shall be required to ensure that all vehicles engaged in the collection or delivery of the consignments remains locked at all times and is at no point left unattended whilst consignments are inside.

3.9. Packaging

- 3.9.1. It is imperative that items are dispatched in the appropriate packaging to avoid loss or damage to a consignment. The Supplier shall provide the Contracting Authority with a guide which clearly articulates how items should be packaged in order to maximise the benefits of the Suppliers service and ensure the item is protected.
- 3.9.2. Suppliers should immediately address badly packed or incorrectly packaged items with the Contracting Authority.
- 3.9.3. The Supplier shall ensure that any packaging supplied by the Supplier to the Contracting Authority meets the Government packaging standards which can be found at the following link:

<https://www.gov.uk/government/publications/packaging-essential-requirements-regulations-guidance-notes>

3.9.4. The Supplier must ensure uniform and consistent packaging that is fully compliant with the law and prevailing regulations at the time. Any changes to such laws or prevailing regulations should be addressed immediately.

3.9.5. Where applicable, the Supplier shall adhere to United Kingdom and EU legislation for the disposal of packaging.

3.10. Loss or Damage

3.10.1. The Contracting Authority shall be responsible for ensuring that at the point of hand over to the Supplier, all consignments are free from damage, the packaging is appropriate for the item(s) being dispatched and the packaging is not over-filled causing weakness to the structure.

3.10.2. The Supplier shall be responsible for all consignments within its possession from collection of the consignment through to the delivery of the consignment at the correct delivery location.

3.10.3. The Supplier shall have appropriate practices and procedures in place to maintain the integrity of the consignment and keep all consignments free from damage, loss or destruction whilst in the Suppliers possession.

3.10.4. The Supplier must immediately report to the Contracting Authority, when an item in its possession has been damaged, lost or destroyed.

3.10.5. The Supplier must have a robust reporting process in place to record all the appropriate information in relation to lost, damaged or destroyed consignments and such a report must be submitted to the Contracting Authority within 24 hours of such a discovery.

3.10.6. The Contracting Authority shall be eligible for compensation from the Supplier for any consignments that are lost, damaged or destroyed whilst in the Suppliers possession. Compensation shall be agreed between the Supplier and the Contracting Authority at Call Off stage and shall be fair and reasonable and should represent the incidental loss to the Contracting Authority.

3.11. Helpdesk

3.11.1. The Supplier shall be required to provide an online system via which the Contracting Authority can arrange collections and deliveries.

3.11.2. The helpdesk staff will need, as a minimum, to be trained in the following areas:

- i. Data Protection Act;
- ii. Client security standards as they apply to the contractor;
- iii. Importance of data handling to the client;
- iv. Procedural Issues including, but not limited to:
 - Examination Office call handling;
 - Security incidents and reporting;
 - Confidentiality.

3.12. Delivery of Examination Question papers to Assessment Centres

3.12.1. When undertaking delivery to assessment centres, the Supplier shall have the capability to ensure that delivery of consignments specified by the Contracting Authority are delivered to all delivery addresses within a time period that has

been agreed with the Contracting Authority. This may be as small a time window as 24 hours.

3.13. Bulk Movement of Consignments

- 3.13.1. The Supplier shall be required to have capability to provide bulk collection and delivery services for consignments of various sizes and weights as specified by the supplier in accordance with a pre-agreed volume forecast.
- 3.13.2. The Supplier shall be able to provide a collection and delivery service of palletised, boxed and crated consignments from/to addresses, sites, secure sites and secure facilities /repositories.
- 3.13.3. The Supplier shall be required to provide suitable vehicles for the successful movement of bulk consignments in accordance with agreed volume forecast with the Contracting Authority.

3.14. Fulfilment

- 3.14.1. The Supplier shall be required to collaborate with third party service providers to the Contracting Authority where specified by the Contracting Authority. Third party service providers may include but are not limited to:
 - i. Fulfilment/collation houses.
- 3.14.2. The Supplier shall be required to provide collection and delivery of consignments to and from the Contracting Authority's fulfilment house/collation provider as required by the Contracting Authority.
- 3.14.3. The Supplier shall be required to provide the following collection and delivery service to the Contracting Authority's fulfilment house/collation provider:
 - i. Scheduled collections – regular collections from a pre-agreed collection point location(s) at pre-agreed deliveries at a pre-agreed time.
 - ii. Ad-hoc collections – potentially at short notice, urgent/emergency collection and advanced notice at specified agreed times.
 - iii. Emergency time critical collections – 15-30 minutes notice. This time critical requirement is imperative, particularly for some Contracting Authorities where urgent transportation is needed between premises/locations.
- 3.14.4. The Supplier shall be required to arrange with the fulfilment house/collation provider the best consignment sizes to best facilitate efficient delivery through the Supplier's courier network to the intended delivery addresses.

ANNEX 5 - COURIER SERVICES FRAMEWORK AGREEMENT RM3798 – LOT 5 SPECIFIC REQUIREMENTS

LOT 5 DEDICATED NETWORK VEHICLE MOVEMENTS AND SORTATION COURIER SERVICE:

1. INTRODUCTION

- 1.1. This Annex 5 specifies the scope of the Lot 5 Specific Requirements that the Supplier shall make available to Contracting Authorities and their Customer(s).
- 1.2. Additionally there may be other services that are required and these will be further specified at the Call Off Agreement stage so long as the requirement falls within the scope of Lot 5 requirements.
- 1.3. The requirement is for the provision of a cost effective, flexible, high quality and value for money collection and delivery of documents and parcels service to Contracting Authorities and their Customer(s).
- 1.4. The contents of this Annex 5 shall apply to each Order made in relation to a requirement under this Lot.
- 1.5. At such a time as a Contracting Authority and their Customer(s) places an Order the precise details of the Services ordered will be specified in the ensuing Call Off Agreement.

2. SCOPE OF THE REQUIREMENT

- 2.1. The scope of Lot 5 will deliver a full suite of services capable of fulfilling the broad range of Contracting Authority requirements for Dedicated Network Vehicle Movements and Sortation Services.
- 2.2. It is envisaged that the Framework Agreement will be accessed by a broad Contracting Authority base with differing requirements. The Supplier shall have flexibility and scalability to meet the current and future needs and strategies of public sector Contracting Authorities.
- 2.3. Suppliers should be aware that the following requirements are not covered within the scope of Lot 5:
 - i. Secure documents and parcels including high value goods;
 - ii. Examination paper(s) movements;
 - iii. Cash and cheque movements;
 - iv. Security screening of internal mail, documents and parcels.
- 2.4. Suppliers should also be aware that specialist courier movements, i.e. hazardous, infectious substances, firearms, radioactive etc. consignments will be serviced by a separate Crown Commercial Service Framework Agreement (RM3799).
- 2.5. The Supplier shall be made aware that if a Contracting Authority has any restrictions, limitations or special requirements in place in order to successfully undertake the appropriate collection, sortation and delivery of a consignment(s). This will be defined by the Contracting Authority at Call Off Contract Stage.

3. MANDATORY REQUIREMENTS

3.1. Dedicated Vehicle Movements

- 3.1.1. The Supplier shall have the capacity and capability to be able to provide a suitable number of dedicated vehicles, using its own resources or that of a partner organisation, in order to be able to provide for a single, secure network covering sites nominated by the Contracting Authority.
- 3.1.2. The Supplier shall provide a secure Dedicated Courier Network Service to the Contracting Authority for the collection and delivery of consignments across a range of delivery speeds, including but not limited to:
- i. Same Day;
 - ii. Economy (within 2 to 3 days).
 - iii. Next Day Delivery including but not limited to:
 - a. Before 9.00am;
 - b. Before 10.00am;
 - c. Before 12.00pm;
 - d. Before 1pm;
 - e. Before 5pm.
- 3.1.3. The Supplier shall comply with the varying security requirements of the Contracting Authority and must be able to provide:
- i. A fully tracked service;
 - ii. A non-tracked service;
 - iii. Customised services; and
 - iv. Ad hoc special deliveries.
- 3.1.4. The Supplier shall provide dedicated vehicles for the collection and delivery of consignments to and from specified sites within the dedicated network.
- 3.1.5. The Supplier shall ensure the Contracting Authority's consignments are effectively and securely segregated from other customers' mail during line haul movements.

3.2. Sortation

- 3.2.1. The Supplier shall provide secure sortation of consignments within the Supplier's premises. This should ensure that consignments remain completely segmented from other customers' consignments at all times.
- 3.2.2. The Supplier shall be required to provide an off-site secure sorting and despatching service to the Contracting Authority for consignments collected.
- 3.2.3. The Supplier shall give due consideration to, and accommodate, the standard working practices of the Contracting Authority for packing and addressing the consignments.
- 3.2.4. The Supplier shall ensure that premises used for the purpose of secure sortation are designed to deny unauthorized access to facilities, Equipment and resources, and to protect personnel and property from damage or harm. This should include but not be limited to:

- i. Physical security;
 - ii. The use of multiple layers of interdependent systems which include CCTV surveillance, security guards;
 - iii. Protective barriers;
 - iv. Locks;
 - v. Access control protocols.
- 3.2.5. The Supplier must ensure that:
- i. Sortation is performed in areas separate from items collected from other Contracting Authority consignment to maintain a high level of security;
 - ii. Procedures are adhered to for the secure handover of items between drivers and sortation staff;
 - iii. Items despatched using a tracked service are handled and recorded as such during the sortation process;
 - iv. Sortation processes are robust and efficient to maintain a next day secure delivery service to all parts of the UK including Northern Ireland;
 - v. Processes are in place for securely handling mis-addressed and undeliverable mail;
 - vi. Provision is made for dedicated sortation personnel to sort all the Contracting Authority couriered items to meet the next day service requirement.
- 3.2.6. The Supplier shall be aware that if the Contracting Authority consignments are not pre-sorted then they must be sorted as instructed by the Contracting Authority to site level by the Supplier, as instructed by the Contracting Authority(s), for delivery on next working day at the specified times.
- 3.2.7. The Supplier shall ensure that an appropriate working shift pattern is utilised for the sortation process to ensure that the next day set delivery times are achieved.
- 3.2.8. The Supplier shall be aware that the Contracting Authority may have a number of sites which include more than one postcode. The Supplier is required to sort consignments mail into postcode bundles. The Contracting Authority will provide a list of any multiple sites and postcodes at Call Off Contract Stage.
- 3.2.9. Where required by the Contracting Authority, the Supplier shall be capable of supplying a network of secure sortation premises to fulfil a UK national service, including England, Wales, Scotland (including Highlands and Islands), Northern Ireland, Isle of Man, Channel Islands and Scilly Isles.
- 3.3. Collections**
- 3.3.1. The Supplier shall be required to collect from a business address or a residential address, including Third Party sites as required by the Contracting Authority. All collection and delivery instructions will be defined by the Contracting Authority at Call Off Contract Stage.
- 3.3.2. The successful Supplier must be able to provide a range of flexible solutions, including but not limited to:

- i. Ad-hoc collections – potentially at short notice or urgent collection;
 - ii. Scheduled consignments – regular collections from a pre-agreed collection point location(s) at a pre-agreed time;
 - iii. Time critical collections – Often within 20-30 minutes of the request been made. This time critical requirement is imperative, particularly for some Contracting Authorities where urgent transportation is needed between premises;
 - iv. Out of Hours Collection - to be available 24 hours a day, 365 days a year.
- 3.3.3. Where a scheduled collection is required, the Supplier will work with the Contracting Authority to agree a suitable collection time. The Supplier will be required to maintain this collection time during the life time of the Call Off Contract, unless a formal amendment is made in writing and mutually agreed between the Contracting Authority and the Supplier. It is accepted that a window of +/- 15 minutes either side of this agreed collection time will be deemed acceptable.

3.4 Consignment Tracking

- 3.4.1 At all stages from collection to delivery of the consignment, the Supplier shall be required to provide a track and trace facility that enables the Contracting Authority to identify and locate the position of the consignment in the delivery process. The Supplier may provide this track and trace facility via its website or via another medium as agreed with the Contracting Authority.
- 3.4.2 The Supplier shall provide signed and timed proof of collection and successful delivery to the Contracting Authority that is accessible via the Supplier's website or via another medium agreed with the Contracting Authority.
- 3.4.3 Signed proof of collection and delivery may be provided via signature on glass or via another medium as agreed with the Contracting Authority.
- 3.4.4 The Supplier shall be required to ensure that the signatory providing proof of successful delivery is either the consignee or an appropriate proxy within the boundaries that have been agreed with the Contracting Authority.

3.5 Delivery

- 3.5.1 The Supplier shall be required to deliver to a business address or a residential address, including Third Party sites as required by the Contracting Authority.
- 3.5.2 The Supplier shall be able to provide a full range of delivery options to the Contracting Authority, including but not limited to:
- i. Delivery to multiple locations – number of consignments collected from one address to be delivered to multiple addresses/locations;
 - ii. Deliveries outside of office hours – to be available 24 hours a day, 365 days a year;
 - iii. Deliveries to residential addresses;
 - iv. Deliveries to multiple locations within a single building or site;
 - v. Deliveries to Third Party providers.

3.6 Addressing

- 3.6.1 It is imperative that items are addressed correctly to avoid delays in the delivery of consignments and to avoid the risk of a consignment not being delivered at all. The Supplier shall provide the Contracting Authority with a guide which clearly articulates how items should be addressed in order to maximise the benefits of the Suppliers service and ensure the item is protected.
- 3.6.2 Suppliers should immediately address badly or incorrectly addressed consignments with the Contracting Authority to improve addressing standards and ensure delivery of the consignment within the required delivery timescales.
- 3.6.3 Suppliers shall work with the Contracting Authorities to offer alternative addressing formats to ensure the location/street address of the Contracting Authority is not identified and remains confidential. This may include, but is not limited to:
- i. One line addresses;
 - ii. Disguised addresses – where the actual street location of premises remains anonymous.

3.7 Packaging

- 3.7.1 It is imperative that items are dispatched in the appropriate packaging to avoid loss or damage to a consignment. The Supplier shall provide the Contracting Authority with a guide which clearly articulates how items should be packaged in order to maximise the benefits of the Suppliers service and ensure the item is protected.
- 3.7.2 Suppliers should immediately address badly packed or incorrectly packaged items with the Contracting Authority.
- 3.7.3 The Supplier shall ensure that any packaging supplied by the Supplier to the Contracting Authority meets the Government packaging standards which can be found at the following link:
- <https://www.gov.uk/government/publications/packaging-essential-requirements-regulations-guidance-notes>
- 3.7.4 The Supplier shall ensure uniform and consistent packaging that is fully compliant with the law and prevailing regulations at the time. Any changes to such laws or prevailing regulations should be addressed immediately.
- 3.7.5 Where applicable, the Supplier shall adhere to United Kingdom and EU legislation for the disposal of packaging.

3.8 Loss or Damage

- 3.8.1 The Contracting Authority shall be responsible for ensuring that at the point of hand over to the Supplier, all consignments are free from damage, the packaging is appropriate for the item (s) being dispatched and the packaging is not over-filled causing weakness to the structure.
- 3.8.2 The Supplier shall be responsible for all consignments within its possession from collection of the consignment through to the delivery of the consignment at the correct delivery location.

- 3.8.3 The Supplier shall have appropriate practices and procedures in place to maintain the integrity of the consignment and keep all consignments free from damage, loss or destruction whilst in the Suppliers possession.
- 3.8.4 The Supplier must immediately report to the Contracting Authority, when an item in its possession has been damaged, lost or destroyed.
- 3.8.5 The Supplier shall have a robust reporting process in place to record all the appropriate information in relation to lost, damaged or destroyed consignments and such a report must be submitted to the Contracting Authority within 24 hours of such a discovery.
- 3.8.6 The Contracting Authority shall be eligible for compensation from the Supplier for any consignments that are lost, damaged or destroyed whilst in the Suppliers possession. Compensation shall be agreed between the Supplier and the Contracting Authority at Call Off stage and shall be fair and reasonable and should represent the incidental loss to the Contracting Authority.

3.9 Supplier Personnel

- 3.9.1 Supplier's Personnel must be easily identifiable and wear the appropriate Personal Protection Equipment (PPE) including but not limited to:
- i. Industrial footwear;
 - ii. High visibility jackets when entering Contracting Authority premises.
- 3.9.2 Where the Supplier intends to use sub-contractors or Third Party providers in the delivery of the services, then such sub-contractors or Third Party Personnel must wear suitable attire which includes the appropriate Personal Protective Equipment (PPE) i.e. industrial footwear and high visibility jackets.
- 3.9.3 The Supplier shall ensure that all personnel will have appropriate security clearance, as required by the Contracting Authority.
- 3.9.4 The Supplier shall ensure that all personnel carry relevant photographic identification upon their person at all time including but not limited to:
- i. A UK driving licence;
 - ii. Photo identity cards;
 - iii. Organisation identity cards.

3.10 Customised Service Requirements

- 3.10.1 The Supplier shall be aware that Contracting Authorities may require upon request a customised service including but not limited to:
- i. Secure Global Positioning Service (GPS) tracked boxes for the safe and secure transportation of sensitive consignments which could include but not be limited to unencrypted Data files, personal Data, court records and medical evidence;
 - ii. Delivery and collection of paper records to and from remote storage facilities;
 - iii. Delivery and collection of bulk consignments of palletised, boxes and crated documents from and to other locations/sites or storage /repository facilities;

iv. A dedicated vehicle for travel between secure Government locations to courier items between Government locations and residential addresses.

3.10.2 The list as described in paragraph 3.1 is not exhaustive and will be agreed and defined by the Contracting Authority at Call Off Contract Stage.

ANNEX 6 - COURIER SERVICES FRAMEWORK AGREEMENT RM3798 – LOT 6 SPECIFIC REQUIREMENTS

LOT 6 SECURITY SCREENING OF INTERNAL MAIL DOCUMENTS AND PARCELS:

1. INTRODUCTION

- 1.1. This Annex 6 specifies the scope of the Lot 6 Specific Requirements that the Supplier shall make available to Contracting Authorities and their Customer(s).
- 1.2. Additionally there may be other services that are required and these will be further specified at the Call Off Agreement stage so long as the requirement falls within the scope of Lot 6 requirements.
- 1.3. The requirement is for the provision of a cost effective, flexible, high quality and value for money collection and delivery of documents and parcels service to Contracting Authorities and their Customer(s).
- 1.4. The contents of this Annex 6 shall apply to each order made in relation to a requirement under this Lot.
- 1.5. At such a time as a Contracting Authority and their Customer(s) places an order the precise details of the Services ordered will be specified in the ensuing Call Off Agreement.

2. SCOPE OF THE REQUIREMENT

- 2.1. The scope of Lot 6 will be to deliver a suite of service lines capable of fulfilling the broad range of Contracting Authorities requirements for the security screening of inbound documents, mail items and parcels for a range of hazardous items and materials.
- 2.2. It is envisaged that the Framework Agreement will be accessed by a broad Contracting Authority base with differing requirements. The Supplier shall have flexibility and scalability to meet the current and future needs and strategies of public sector Contracting Authorities.

3. MANDATORY REQUIREMENTS

- 3.1. The service should be performed in a safe and secure off-site facility prior to final delivery to the Contracting Authority sites and location(s). This will be further defined by the Contracting Authority at Call Off Contract stage.
- 3.2. The Supplier shall collect/receive all internal mail documents and parcels from mail carriers and other appropriate organisations including hand delivered items. This will be further defined at Call Off Contract stage.
- 3.3. The Supplier shall comply with the British Standards Institution Mail Screening and Security Specification (PAS 97:2015), as may be amended from time to time.
- 3.4. Suppliers shall have the Equipment and procedures in place to identify and manage the safe disposal of the hazards identified in the table below:

| Group | Description | Includes |
|-------|--|--|
| 1 | <p>Discrete threat objects and bulk materials.</p> <p>Discrete threat objects and bulk materials covers items and bulk quantities of hazardous materials whose presence should be clearly discernible when mail is X-rayed, even if a large volume of mail is X-rayed at once.</p> | <ul style="list-style-type: none"> • explosive and incendiary devices (improvised or of commercial or military origin); • firearms and ammunition; • knives; • blades and other sharp items, (e.g. syringe needles, broken glass); • offensive material (e.g. faeces, urine); • bulk chemicals – toxic, corrosive or otherwise harmful, including narcotics; • bulk biological materials; • bulk radiological (radioactive) materials. |
| 2 | <p>White Powders</p> <p>“White Powders” are often referred to in the context of mail/postal threats. These can include hazardous chemical (including explosive or narcotic), biological or radiological materials, as well as benign materials. Such materials may not be “white” and may not be “powders”; materials may be crystalline (e.g. sugar), oily or waxy residues, or liquids, and might be present in sufficiently small quantities as to be undetectable by typical X-ray-based screening processes.</p> | <ul style="list-style-type: none"> • hazardous chemicals (explosive or narcotic) biological or radiological materials, as well as benign materials. • goods with a crystalline (e.g. sugar) oily or waxy residues or liquid in nature, • may be present in sufficiently small quantities as to be undetectable by typical X-ray-based screening processes. • may be present in small quantities which are not identifiable via methods used in Group 1 |

- 3.5. The Supplier shall ensure that they have Standard Operating Procedures in place (SOP) which shall include appropriate emergency response plans to deal with any suspicious items identified. This includes notifying the Police & Contracting Authority. This will be agreed and further defined with the Contracting Authority at Call Off Contract stage.
- 3.6. The Supplier shall be responsible for ensuring that knowledge of any potential threats are kept up to date and the relevant Security Authorities are consulted regularly, to ensure the service offering provided under this agreement remains relevant.
- 3.7. The Supplier shall ensure that all Equipment used in the provision of its security document and parcel screening services is kept up to date and that there is a process in place to update Equipment and processes to take on board any new threats which are identified through the life of the Framework Agreement and the lifetime of the Call Off contract.

- 3.8. The Supplier must ensure that adequate support and maintenance arrangements are in place for all screening Equipment to ensure that operations are not affected by planned or unplanned machine downtime.
- 3.9. Should canine screening be required by the Contracting Authority, the Supplier shall provide sufficient canine resource to search all mail and parcel deliveries for identified sites, and fully comply with animal welfare legislation.
- 3.10. The Supplier may be required to facilitate the provision of a more specialist service by Contracting Authorities. These requests will be defined by the Contracting Authority at Call Off Contract Stage.

3.11. Supplier Personnel

- 3.11.1. Supplier's Personnel must be easily identifiable and wear the appropriate Personal Protection Equipment (PPE) including but not limited to:
 - i. Industrial footwear;
 - ii. High visibility jackets when entering Contracting Authority premises.
- 3.11.2. Where the Supplier intends to use sub-contractors or Third Party providers in the delivery of the services, then such sub-contractors or Third Party Personnel must wear suitable attire which includes the appropriate Personal Protective Equipment (PPE) i.e. industrial footwear and high visibility jackets.
- 3.11.3. The Supplier should be aware that Contracting Authorities may require and request at Call Off stage that the Supplier complies with Contracting Authority Security policies. These requirements will be defined at Call Off stage.
- 3.11.4. The Supplier shall ensure that all Personnel carry relevant photographic identification upon their person at all time including but not limited to:
 - i. A UK driving licence;
 - ii. Photo identity cards;
 - iii. Organisation identity cards.
- 3.11.5. The Supplier shall comply with any additional security requirements required by the Contracting Authority and agreed Call Off Contract Stage.
- 3.11.6. The Supplier shall ensure that all Personnel have the required security clearance. The Supplier shall be aware that a higher level of security clearance will be required for certain Contracting Authority customers due to the specific nature of the requirement. Due to the sensitive nature of the requirement and certain Contracting Authorities, the Supplier shall if requested by the Contracting Authority provide names of Personnel employed in these services.
- 3.11.7. The Supplier shall ensure that they provide a suitable number of Supplier Personnel trained to use the screening Equipment at all times. The number of trained Personnel shall respond to fluctuations in demand and also for planned and unplanned absence. The Supplier shall ensure that all employees are suitably trained including training in any new procedures that may occur during the lifetime of the Framework and any Call Off Contracts.

GLOSSARY

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| Account Manager | means the Supplier's nominated person who is responsible for ensuring the successful delivery of the Suppliers Courier Service(s) to Contracting Authorities |
| Cash Valuable in Transit (CVIT) | means a licence to undertake the licensable activities of a cash and valuables in transit operative and your services are supplied for the purposes of or in connection with any contract to a consumer |
| Civil Aviation Authority Regulated Agent | means an organisation that has been approved as a regulated agent to carry: <ul style="list-style-type: none"> • they are approved to handle cargo which will be carried on civil aircraft • cargo handled by the agent is for carriage from any aerodrome in United Kingdom to a destination outside United Kingdom • they or another person acting on their behalf deliver cargo direct to an aircraft operator |
| Consumable(s) | means goods that need to be replenished, in accordance with the requirements of this Framework Schedule 2 |
| Contracting Authority Personnel | means the Personnel of the Contracting Authority with whom the Supplier has concluded a Call Off Agreement |
| Corporate Social Responsibility (CSR) | means a business approach that contributes to sustainable development by delivering economic, social and environmental benefits for all stakeholders |
| Dashboard Report | means a high level performance report, utilising graphs and charts to indicate trends and variances in performance, covering a period to be specified |
| Data | means Data/information relating to a record which is stored on the Supplier's Software system and databases |
| Deputy Account Manager | means the person(s) who deputises for the Supplier Account Manager |
| Equipment | means any consumables or necessary item provided by the Supplier to undertake the Services it has been contracted to perform |
| European Commission | means the executive body of the European Union responsible for proposing legislation, implementing decisions, upholding |

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| | the EU treaties and managing the day-to-day business of the EU |
| Free of Charge (FOC) | means without any payment due |
| Global Positioning System (GPS) | means a radio navigation system that allows land, sea, and airborne users to determine their exact location, velocity, and time 24 hours a day, in all weather conditions, anywhere in the world |
| Good Industry Practice | means standards, practices, methods and procedures conforming to the Law and the exercise of the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged within the relevant industry or business sector |
| Government Security Classification 2014 | means the system for classifying sensitive Government Data in the United Kingdom |
| Government Senior Information Risk Owner (GSIRO) | means a senior member of the lead organisation that's providing the service and is responsible for: <ul style="list-style-type: none"> • the risk profile of the service • identifying all of the risks • making sure that appropriate mitigations are in place so that the risks can be accepted |
| Global Positioning Service (GPS) | means a radio navigation system that allows land, sea, and airborne users to determine their exact location, velocity, and time 24 hours a day, in all weather conditions, anywhere in the world |
| Highlight Report | means a report which is sent by the Supplier's Framework Manager and Call Off Contract manager to Contracting Authorities on a minimum of a monthly and quarterly basis detailing any key issues or risks which the Supplier feels the Authority (Framework Agreement level) or Contracting Authorities (Call Off Contract level) should be aware of and progress against previously agreed key initiatives and actions |
| Note Circulation Scheme (NCS) | means the scheme that was introduced in 2001 to replace the Notes Held to Order Scheme (NHTO) which ran between 1982 and 2001. The Bank does not distribute banknotes. Instead, members of the NCS – wholesale cash operators – distribute notes in response to demand from financial institutions and retailers |
| Operator's Licence | means the safe and proper use of vehicles which fall under the Operator Licensing regulations & are used for a commercial purpose |

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| Order | means a request in writing by a Contracting Authority to the Supplier for the provision of a courier service to be supplied in accordance with the Specification and Call Off Terms |
| Out of Hours | means before or after the time when a place such as an office is usually open |
| Performance Improvement Plan (PIP) | means a plan that recognises failures in delivery and identifies corrective action(s) and timeline(s) for each targeted performance area with assigned accountability |
| Personal Protection Equipment (PPE) | means protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter |
| Security Authorities | means an Authority or organisation that provides coordination on security and intelligence issues of strategic importance across government and produces independent all-source assessments on issues of national security and foreign policy importance |
| Security Industry Authority (SIA) | means the organisation responsible for regulating the private security industry in the UK. It is a non-departmental public body reporting to the Home Secretary and was established in 2003 under the terms of the Private Security Industry Act 2001 |
| Service Levels | means the Contracting Authorities specified Service Level linked to specific functions which the Supplier is required to undertake as part of the Contract |
| Software | means the range of Software that has been specified within this Framework Agreement Schedule 2 |
| Standard Operating Procedures | means a set of step-by-step instructions compiled by an organisation to help workers carry out routine operations to achieve efficiency, quality output and uniformity of performance, while reducing miscommunication and failure to comply to industry regulations |
| Supplier Personnel | means all directors, officers, employees, agents, consultants and contractors of the Supplier and/or of any Sub-Contractor engaged in the performance of the Supplier's obligations under this Framework Agreement |
| Supplier Relationship Management | means the discipline of strategically and operationally planning for, and managing, all interactions with Suppliers that supply goods and services to the Authority via this Framework Agreement or Contracting Authorities via subsequent Call Off Contracts, in order to maximise the value of those interactions |

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| Third Party | means a person or group besides the two primarily involved in a situation |
| UK Bank Holidays | means all UK Bank Holidays which are detailed in the link below: https://www.gov.uk/bank-holidays |
| User | means either a member of Contracting Authorities' Personnel or a Supplier employee |
| Vehicle Excise and Registration Act 1994 (VERA). | An Act of Parliament to consolidate the enactments relating to vehicle excise duty and the registration of vehicles |
| Vehicle Excise Duty | Means a tax that is levied as an excise duty and which must be paid for most types of vehicle which are to be used (or parked) on the public roads in the United Kingdom |