

ANNEX 6 – Postal Goods, Services and Solutions (RM6017)

LOT 6 – BUSINESS PROCESS OUTSOURCING, MAILROOM, DOCUMENT AND DATA MANAGED SERVICE

1. SCOPE

- 1.1. The Supplier shall provide a cost effective, flexible, high quality and value for money service capable of fulfilling a broad range of Buyer requirements. The Supplier shall provide a fully outsourced managed service including on/ off site mailroom management, digital mailroom management and document and data management services.
- 1.2. The outsourced managed service shall deliver improvements in working practices and business processes, drive efficiencies, transform the flow of outbound and inbound mail and communications and ultimately support the Buyers' transformation to a paper lite, digital environment
- 1.3. The Supplier shall be required to work with the Buyer to support the key benefits of the transformation journey over the lifetime of the Call-Off Contract by providing full project management, discovery and due diligence, assessments, recommendations, costs reductions and reports to enable the Buyer to make value for money decisions on the identified transformation requirements.
- 1.4. The Supplier shall supply a fully outsourced, managed service to enable the Buyer to transform their mailroom operations and document and data management processes. This shall include inbound and outbound systems, operations and processes, in addition to end to end document and data workflow solutions in order to reduce the movement of paper within the Buyer organisation by introducing technologies and innovations that support the drive to digital
- 1.5. The core requirements of Lot 6 shall include, but will not be limited to provision of the following:
 - On-site mailroom management, where the Supplier manages the outgoing and incoming mail, documentation and data on behalf of the Buyer.
 - Off-site mailroom management, where the Supplier manages the outgoing and incoming mail, documentation and data on behalf of the Buyer from a location which is not part of the Buyers estate.
 - Digital mailroom management, where the Supplier manages the outgoing and incoming mail and communications in a digital format and converts paper into digital content.
 - Virtual Mailroom Post-room – where the Supplier provides both physical and technology related services in order to streamline processes, the supply chain and offer the relevant support services to convert paper to digital format, enhance new technologies, omni-channel communications, digital road mapping to support a Buyers digital transformation and deliver a paper lite environment whilst improving the flow of information and enhancing the end user experience.

1.6. The provision of Services through Lot 6 shall support Buyers' to achieve the following:

- Digital by default – establishment of a paper lite environment across the Buyer's organisation, to reduce the reliance on paper movements, the storage of paper records and deliver efficiencies in communications.
- Improved resource efficiency – delivery of an enhanced return on employed resources and ensure maximum return on front line resource.
- Property/Estate s– seek to reduce reliance on paper-based records or eliminate all together to free up valuable property/estates footprint to deploy for the use by front line services.
- Customer journey – significantly improve the end user's interaction with the Buyer organisation by utilising and deploying more efficient technologies and improved methods of communication.
- Future proof – deploy innovation, technologies and better ways of working that can flex and adapt to the Buyers' organisation's needs.
- Cost savings – identify current operational costs and seek to improve, reduce or even eliminate processes to deliver efficiencies and cost savings.
- Information value chain – recognise the benefits of information held in paper-based records and processes, but seek to enhance and improve accessibility, use and processes by implementing new ways of working, deploy digital methodologies and improve access to records and data.
- Compliance – ensure that the Buyer organisation remains compliant with legislation, policies and procedures such as data protection, security, and quality and environmental.

1.7. This is not an exhaustive list of drivers and outcomes that Buyers' will be seeking to achieve from Lot 6 and therefore, this is intended as a guide. The Supplier shall work with the Buyer to ensure that their objectives and strategies are achieved.

2. MANDATORY REQUIREMENTS – MANAGED SERVICES

2.1. On-Site and Off-Site Mailroom Management

2.1.1. The Supplier shall be aware that Buyers may range from small public sector organisations e.g. a small Local Authority through to large Central Government departments and have varying numbers of staff (i.e. from single figures up to thousands), single or numerous geographic locations, varying scopes of requirements and varying potential spend values (i.e. from hundreds to millions of pounds per annum). This is known as the Buyer's level of complexity. The Supplier shall have the flexibility and scalability to accommodate a broad Buyer base and shall include working with the Buyer to meet individual Buyers demands (e.g. fluctuations in volumes).

2.1.2. The Supplier shall be able to provide the Deliverables (Goods and /or Services) to all public sector organisations throughout the UK, including England, Northern Ireland, Scotland and Wales, as defined by the Buyer.

2.1.3. The Supplier shall have the capability to perform the Services at the Buyers Premises (on-site), at the Supplier's location (off-site) or a blend of both where Services are performed by the Supplier using a dual approach of on-site and off-site.

- 2.1.4. The Supplier shall use best practice for both on-Site and off-Site services and identify more efficient approaches to the management of the Buyer's operation, document and data workflow and document lifecycle in order to support the Buyer in changing the behaviours of end users across the Buyer organisation.
- 2.1.5. The Supplier shall ensure that the outsourced managed service for both on-Site and off-Site services enables Buyers' to fully benefit from improved working practices, operational efficiencies, and transformation of business processes to drive the benefits of digital by default.
- 2.1.6. The Supplier shall be capable of supplying for both on-Site and off-Site services a dynamic Service to the Buyer which ensures an approach of continuous improvement to drive the adoption of innovation and take advantage of the latest technologies, where appropriate and to the benefit of the Buyer, throughout the lifetime of the Framework Contract and any resulting Call-Off Contracts.
- 2.1.7. The Supplier shall provide for both on-Site and off-Site services a fully managed mailroom where required by the Buyer, including resource to undertake the operation of the mailroom in order to process inbound and outbound mail and document and data management as follows:
- Receipt, open, sort and distribute inbound items.
 - Receipt and sign for valuable and courier items including bankable items.
 - Indexing, archiving, retrieval and referencing.
 - Secure destruction and disposal of documents.
 - Process outbound items for dispatch using the Buyer's existing supply base or introduce new distribution solutions which improve efficiency.
 - Introduce new working practices, technologies and innovation to improve document and data workflow within the Buyer organisation.
 - Introduce opportunities for the conversion of paper to digital.
 - Reduce operating costs.

2.2. Digital Document Management

- 2.2.1. The Supplier shall provide a fully managed digital document management solution, whereby the Supplier shall:
- Manage outgoing and incoming documents and data in a digital format.
 - Convert paper records and documents into digital content, prior to enabling this to be accessed via a flexible format delivery solution.
 - Introduce new working practices, technologies and innovation to improve document and data workflow within the Buyer organisation.
 - Enable secure online interrogation and sharing of confidential documents across the Buyer organisation.

2.3. Digital Strategy

- 2.3.1. The Supplier shall support the Buyer to transition to a 'paper lite environment' by offering the latest document and data management services, including but not limited to:

- The digitisation of paper records.
- Digital communication solutions and high speed central banking.
- Document validation and repatriation services.

2.3.2. The Supplier shall ensure that the hybrid mail service and/ or solution provides the following functionality:

- ability for Buyers' to access documents and information instantaneously via a PC, laptop or mobile device.
- ability for Buyers' to easily access all information for example, via a single log in or system so that current, new and legacy documents can be accessed via a single process.
- ensure that any software relevant to the provision of the hybrid mail service and/ or solution meets level AA of the Web Content Accessibility Guidelines (WCAG) 2.1.
- store digital information in a non-proprietary, open format.
- documents and data are held in a ubiquitous or open source format.
- enable ease of extraction and retrieval of documents and data from the system.

2.3.3. The Supplier shall provide a range of flexible and secure storage options to enable the secure storage of information.

2.3.4. The Supplier shall provide analysis and recommendations to the Buyer to inform their strategy development in relation to management of unstructured information. Such input shall be provided to the Buyer throughout the lifetime of the Call-Off Contract in order to ensure continuous benefit delivery.

2.4. Discovery and Due Diligence

2.4.1. The Supplier shall be aware that Buyers' may have a requirement to access all of the Services or may elect to access a specific selection of the Services available within the scope of this Lot. The exact requirement will be defined by the Buyer during the Call-Off Procedure.

2.4.2. The Supplier shall undertake fact finding, discovery and/ or e-discovery assessments, to understand the current processes, practices, policies and procedures of the Buyer's operation, in order for the Supplier to make robust and commercially sound recommendations to the Buyer for improvements, change and transformation.

2.4.3. The Supplier shall conduct a discovery and due diligence process prior to implementation of a Call-Off Contract to establish a baseline of costs for the previous methods and processes associated with the delivery of the Services. This shall form the basis of the ongoing relationship and shall also facilitate a comparison to identify the savings achieved through the Call-Off Contract.

2.4.4. The Supplier shall ensure that the process for establishing the baseline is agreed with the Buyer in advance.

2.4.5. The Supplier shall have the capacity and capability to undertake discovery and due diligence assessments where the Buyer operates over a single Site or multiple Sites.

2.4.6. The Supplier shall cater for facilities owned and operated in-house by the Buyer or facilities that are operated by a third party on behalf of the Buyer,

including multi-vendor Sites / facilities, where the Buyer may utilise the services of third party supplier(s) in the document and data management workflow process.

- 2.4.7. The Supplier shall provide a view of the Buyer's current costs and ensure the provision of the optimum recommendations and Services to the Buyer. This shall be achieved through the Supplier's use of market knowledge and experience, use of manual or automated tools for measuring input and output, use of secondary research/data or application of more sophisticated approaches to assessing information/document workflow best practices of the Buyer organisation.
- 2.4.8. The Supplier shall work with the Buyer to evaluate and make recommendations to the Buyer's future document and data management strategies. This shall include the provision of input and recommendations to ensure the strategy is based on optimising productivity, ensuring long term cost reductions, increasing the Buyer's return on investment and transforming the Buyer's organisation to a digital by default operation.
- 2.4.9. The Supplier shall liaise with incumbent supplier(s) to identify, where appropriate, where the Buyer is able to take advantage of any preferential buy out terms for lease settlement relating to the previous supplier's equipment, where it is identified that such equipment is no longer required as part of the new Service offering under the Call-Off Contract. The Supplier shall provide written evidence to the Buyer that such an approach is cost effective and necessary in the performance of the Services and shall obtain prior agreement from the Buyer before implementing any such proposals.
- 2.4.10. The Supplier shall ensure that only Supplier Staff directly engaged in connection with the discovery and due diligence assessments shall be given access to data and confidential information obtained from the Buyer and shall ensure that such data is shared only as strictly necessary for the purpose of providing recommendations, advice and opportunities for improvements.
- 2.4.11. The Supplier shall ensure that all information and data collected and any proposals made as a result of discovery and due diligence assessments are treated as 'commercial in confidence' and shall not be disclosed or shared with any third parties without receiving prior written Approval from the Buyer.
- 2.4.12. The Supplier shall sign a Non-Disclosure Agreement (NDA) / confidentiality-undertaking if requested to do so by the Buyer prior to commencement of the Services.
- 2.4.13. The Supplier shall ensure that the intellectual property of data is retained by the Buyer and that confidentiality of the Buyer information and data is protected.
- 2.4.14. The Supplier shall ensure that all data collected and proposals made as a result of all discovery and due diligence assessments remain the property of Buyer.
- 2.4.15. The Supplier shall ensure that all data collected as part of the Services is held securely for the duration of the Call-Off Contract and returned to the Buyer at the end of the Call-Off Contract Period, unless otherwise specified by the Buyer.

2.5. Document, Data and Information Lifecycle Optimisation

- 2.5.1. The Supplier shall develop and present to the Buyer a process and solution to determine how they will analyse and optimise the document, data and

information lifecycle throughout the Buyer organisation. The Supplier shall demonstrate how their solution creates opportunities to:

- deliver more efficient workflows and business processes
- deliver cost savings and commercial benefits to the Buyer
- deliver improved security

2.5.2. The Supplier shall provide the Buyer with opportunities to utilise new technologies and innovation in order to deliver continuous improvement in terms of throughput of documents, data and information within the Buyer organisation.

2.5.3. The Supplier shall ensure that all data and information collected in the provision of the optimisation solutions is treated as confidential and is not disclosed or shared with any third parties without receiving prior written Approval from the Buyer.

2.6. Implementation

2.6.1. The Supplier shall work in collaboration with the Buyer to develop a robust and realistic Implementation Plan in accordance with Call-Off Schedule 13 (Implementation Plan and Testing). This will be a requirement for all Call-Off Contracts under Lot 6.

2.6.2. The Supplier shall be aware that Buyers' may require a phased approach to implementation due to the emphasis of this Lot being on the transformation and outsourcing of the Buyer's current operations and processes. The Supplier shall be expected to work with the Buyer to accommodate this approach.

2.6.3. The Supplier shall be aware that where the Buyer has a complex and/ or large scale requirement, the Buyer may seek to make enhancements to Call-Off Schedule 13 (Implementation Plan and Testing) to ensure that the Implementation Plan fully meets their requirements.

2.6.4. The Implementation Plan shall include, but not be limited to, the following activities:

- Assign a Project Manager;
- Deploy Supplier Staff to implement and manage the Services and/ or solution;
- Perform an assessment of the Buyer's existing mailroom and customer communication strategy;
- Assess the current operations, including how the Buyer currently produces, shares, secures and accesses documents and information, in order to determine what (if any) new technology/software is required to deliver leaner processes, efficiencies and value for money;
- Implement the service levels and Performance Indicators specified by the Buyer;
- Implement communications strategies specified by the Buyer to advise internal users of key information relating to the roll out of the Service and/ or solution;
- Test the Service and /or solution prior to final go live;
- Undertake user training.

2.6.5. The Supplier shall agree with the Buyer the period that the Implementation Plan will cover with an agreed and defined start and end date. Where the Buyer's requirement is to be implemented on a phased approach, the

Implementation Plan shall detail key milestones and approval gates which must be met prior to the next phase being initiated.

- 2.6.6. The Supplier shall appoint an implementation team with a named manager and a named deputy manager, and each manager shall have a minimum of two (2) years of experience in a relevant mailroom and document and data management environment. The Supplier shall provide the names of these managers to the Buyer within five (5) working days of the Call-Off Start Date, unless otherwise specified by the Buyer.
- 2.6.7. The Supplier shall maintain a sufficient level of appropriately skilled and knowledgeable resource during the implementation period as consistency of resource during planning and implementation will be critical to the successful delivery of the Services.
- 2.6.8. The Supplier shall deliver all requirements of the Implementation Plan within the timescales specified and to the satisfaction of the Buyer.
- 2.6.9. The Supplier shall work cooperatively, where appropriate, with the Buyer's third party and incumbent supplier(s) to ensure a systematic, planned and robust transfer of Service as specified during the Call-Off Procedure.

2.7. Supplier Staff

- 2.7.1. The Supplier shall ensure that the appropriate level of resource is allocated to each Call-Off Contract for effective delivery of the requirements.
- 2.7.2. The Supplier shall review the level of resource allocated on a six (6) monthly basis to ensure that this remains appropriate. Where the level of resource assigned requires adjustment, then this shall be agreed between the Buyer and the Supplier.
- 2.7.3. The Supplier shall be aware that a Buyer may require a more or less frequent review of Supplier Staff which will be defined during the Call-Off Procedure.
- 2.7.4. The Supplier shall be aware that Buyers' may operate on a seasonal or cyclical basis, meaning that volumes may fluctuate at certain times of the year.
- 2.7.5. The Supplier shall have the flexibility to adapt and ensure the appropriate number of trained staff are available at all times to meet such fluctuations in demand.
- 2.7.6. The Supplier shall ensure that Supplier Staff allocated to the Call-Off Contract have the appropriate experience and skills to meet the Buyer's requirements and timescales.
- 2.7.7. The Supplier shall be able to demonstrate successful delivery of local and/ or national projects of the same or similar nature and size either in the public or private sector, where required to do so by the Buyer.
- 2.7.8. The Supplier shall provide regular training and development to the Supplier Staff allocated to the Buyer to ensure their knowledge and skills are kept up to date and they are relevant to the Services provided under the Call-Off Contract.
- 2.7.9. The Supplier shall ensure that any member of Supplier Staff that is operating within the Buyer's organisation shall comply with the Buyer's Security Policy and other procedures of the Buyer, including but not limited to:
 - Appropriate security screening
 - Health and Safety
 - Identification badge

- Uniform or other workwear required by the Buyer

2.7.10. The Supplier shall be responsible for the actions, behaviours and conduct of all Supplier Staff whilst they are performing duties on the Buyer Site(s) and shall be required to address any failings where identified and raised by the Buyer. This may include the removal of individuals from performing Services under the Call-Off Contract where performance is unsatisfactory and the Supplier has not addressed this to the satisfaction of the Buyer.

2.8. Advice and Recommendations

2.8.1. The Supplier shall ensure that the advice provided to Buyers is accurate, supports the effective and secure management of mail output and is designed to drive value and efficiencies for Buyers'.

2.8.2. The Supplier shall provide objective and professional advice for the Goods and/ or Services supplied. Such advice may be required at both operational and strategic levels within an organisation and as such, the Supplier shall ensure that any advice is appropriate for the specific requirement and also supports the strategic direction of Buyers'.

2.9. Asset and Personnel Security

2.9.1. The Supplier shall produce, maintain and comply with a policy which specifically addresses the protection of all Buyer documents, data and information that is generated and managed in the provision of the outsourced managed service and the requirements set out in paragraph's 4.2.1, 4.2.2 and 4.2.3.

2.9.2. The Supplier's security policy shall address the following as a minimum:

- Security management (risk assessment, response, evaluation, responsibilities and roles)
- Supplier Staff integrity (recruitment, training, vetting and disciplinary procedures)
- Management of suspected/ actual breaches of security, including your reporting procedures to the Buyer

2.9.3. The security policy shall extend to procedures for protecting and managing the risk associated with the storage of information and data, including but not limited to:

- Physical storage of information and data
- Movement of information and data
- Digital storage and distribution of information and data
- Data encryption

2.9.4. This is not an exhaustive list and the Supplier shall be expected to demonstrate how they will manage the security of information and data to the Buyer during the Call-Off Procedure.

3. MANDATORY REQUIREMENTS –FRAMEWORK MANAGEMENT

3.1. Interaction

3.1.1. The Framework Contract shall be managed by CCS, by a combination of reviews of Suppliers performance against the Performance Indicators and via

discussions and information sharing on a regular basis between CCS and the Supplier.

3.1.2. The form and frequency of such discussions between CCS and the Supplier shall be established during the initial six (6) Months of the Framework Contract Period.

3.1.3. This will be subject to review on an ongoing basis to ensure that this remains fit for purpose. It is anticipated that any face to face meetings will be no more than once a month.

3.1.4. The form and frequency of contact shall depend on the value and proactivity brought to the Framework Contract by the Supplier. Contact methods will vary and may include, but shall not be limited to:

- (a) face-to-face meetings;
- (b) calls, webinars;
- (c) supplier surgeries; and
- (d) newsletters.

3.1.5. Suppliers are required to be flexible in their approach to accommodate the range of methods available to ensure that the most appropriate and best value approach is adopted throughout the lifetime of the Framework Contract.

3.2. Buyer Access

3.2.1. The Supplier shall be expected to work with CCS over the lifetime of this Framework Contract to simplify how Buyers' may access the Framework Contract. This shall include but is not limited to, supporting CCS to implement a digital marketplace solution which will make as many of the available Goods and Services as possible accessible through a single sign on, CCS branded digital platform.

4. MANDATORY REQUIREMENTS – GENERAL

4.1. Supplier Staff

4.1.1. The Supplier shall ensure that all Supplier Staff carry relevant photographic identification upon their person at all times which can include one of the following:

- A full UK driving licence
- Photo identity cards
- Organisation identity cards

4.1.2. The Supplier shall be aware that Buyer's may have a requirement for the Supplier to provide security information prior to arrival at the nominated Site(s). This will be defined by the Buyer during the Call-Off Procedure and may include, but not is not limited to:

- Vehicle details including registration
- Full driver details and estimated time of arrival

4.2. Security

4.2.1. The Supplier shall comply with the Cabinet Office Security Policy Framework (SPF) throughout the lifetime of each Contract, as may be amended from time to time. Full details of the Cabinet Office SPF can be viewed via the link below:

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

4.2.2. The Supplier shall ensure they fully comply with the standards set out in the link below:

<https://www.gov.uk/government/publications/hmg-personnel-security-controls>

4.2.3. The Supplier shall comply with all requirements of Baseline Personnel Security Standard (BPSS) or an agreed equivalent and ensure a BPSS is undertaken for all Supplier Staff, in accordance with HMG Baseline Personnel Security Standard accessible via the link below:

<https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>

4.2.4. The Supplier shall comply with the requirements of the Buyer and where relevant, the Security Policy, to ensure that they have in place the required level of security clearance and screening for Supplier Staff.

4.2.5. The Supplier shall be aware that Buyers' may have a requirement for Supplier Staff to have a higher level of security clearance, including but not limited to, Security Check (SC) clearance. The requirement for any such level of clearance shall be defined by the Buyer during the Call-Off Procedure.

4.2.6. The Supplier shall be aware that Buyers' may request additional security measures to comply with their Security Policy. This may include, but is not limited to:

- non-liveried vehicles or alternatively vehicles may require livery so they are easily identifiable;
- non-uniformed Supplier Staff or alternatively Supplier Staff may be required to wear a uniform so they are easily identifiable.

4.2.7. The requirement for any such security measures shall be defined by the Buyer during the Call-Off Procedure.

4.2.8. The Supplier shall ensure that all Supplier Staff used in the provision of the Goods and/ or Services under this Framework Contract shall comply with security controls, procedures and policies as specified in each Contract.

4.2.9. The Supplier shall ensure that no person who discloses that they have a relevant conviction, or who is found to have any relevant convictions (whether as a result of a police check or through the procedure of the Disclosure and Barring Service (DBS) or otherwise, is employed or engaged in any part of the provision of the Goods and/ or Services without prior written Approval.

4.3. Supplier Staff Income Standards

4.3.1. The Supplier shall ensure that all Supplier Staff employed in the delivery of Goods and/ or Services under this Framework Contract receive a wage and

benefits that meets, as a minimum, the national legal standards in the country of employment.

- 4.3.2. The Supplier shall be aware that Buyers' may have a requirement for the Supplier to meet other voluntary wage requirements such as the London Living Wage. Any such requirements will be defined by the Buyer during the Call-Off Procedure.

4.4. Subcontractors

- 4.4.1. The Supplier shall be the primary point of contact for all Key Subcontractors and/ or Subcontractors and shall therefore be responsible for managing, controlling and maintaining all relationships throughout the lifetime of each Contract.
- 4.4.2. Where Subcontractors and/ or approved Key Subcontractors are used in the provision of the Goods and/ or Services, the Supplier must continue to manage, control and maintain all Buyer facing activities, including but not limited to, all Call-Off contract management activities and invoicing to Buyers.

4.5. Data Security

- 4.5.1. The Supplier shall comply with Framework Schedule 10 (ISO 27001 or equivalent) to ensure that they and any Key Subcontractor engaged by the Supplier to deliver the Goods and/or Services are compliant with and operate to the ISO 27001 Information Security Management standards or equivalent.
- 4.5.2. The Supplier shall ensure that Buyers' information and data is secured in a manner that complies with the Government Security Classification Policy rating of OFFICIAL. The Supplier shall ensure that the Government Security Classification Policy rating is also applied when information and data is transmitted across all applicable networks and/ or in line with the Buyers' requirements.
- 4.5.3. The Supplier shall, where required, have the capability to employ encryption to information/ data which shall be sent across a network or extracted by electronic means. The Supplier shall ensure that the level of encryption complies in full with the Government Security Classification Policy rating of OFFICIAL and/ or in line with the Buyers' requirements.
- 4.5.4. The Supplier shall comply with the requirements of the Buyer and where relevant, the Security Policy and procedures, to ensure that they have in place and operate to the required level of data security and are able to comply with relevant security systems and/ or networks. Any such requirements will be defined by the Buyer during the Call-Off Procedure and may include, but are not limited to:
- ISO 15408 Common Criteria for Information Technology Security Evaluation
 - N3 (the national broadband network for the English National Health Service (NHS)) to be superseded by HSCN (Health and Social Care Network)
 - Code of Connection (CoCo) Compliance
 - Government Connection Secure Extranet (GCSX)
 - Public Services Network (PSN) Compliance
 - Citrix Secure Gateway

- Level 2 Information Governance to be superseded by DSP (Data Security and Protection) Toolkit

4.5.5. The Supplier shall not charge a Buyer for any specific standards and/ or security compliance or accreditation/ certification that they specify during the Call-Off Procedure.

4.5.6. The Supplier shall ensure that any suspected or actual security breaches are reported to the Buyer's representative immediately and depending on the impact of the breach, shall also be reported to CCS.

4.6. Processing Data

4.6.1. The Supplier shall not deliver all or any part of the Goods and/ or Services from a country not within the EU and shall not transfer any Personal Data outside of the EU without the prior written consent of the Relevant Authority.

4.6.2. The Supplier shall ensure they fully comply with the obligations set out in Joint Schedule 11 (Processing Data).

4.7. Quality Management

4.7.1. The Supplier shall ensure that they and any Key Sub-contractor engaged by the Supplier to deliver the Goods and/ or Services are compliant with and operate to the ISO 9001 Quality Management standards or equivalent. The Supplier shall be required to provide evidence of their current ISO 9001 certification or equivalent to CCS throughout the lifetime of the Framework Contract.

4.8. Management Information ("MI")

4.8.1. The Supplier shall provide MI in accordance with the requirements as set out in Framework Schedule 5 (Management Charges and Information).

4.8.2. In addition, the Supplier shall ensure that specific MI requirements of CCS or Buyers' continue to be met throughout the duration of the Contract. The Supplier shall work co-operatively with the Relevant Authority to meet these developing MI requirements at no additional cost.

4.9. Environmental and Sustainability

4.9.1. The Supplier shall work with the Relevant Authority to limit the environmental impact of the Deliverables supplied under this Framework Contract. The Supplier shall integrate 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.

4.9.2. The Supplier shall consider the relevance of sustainability at all lifecycle stages of the Goods and/ or Services provided under this Framework Contract. 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.

4.9.3. The Supplier shall work with the Relevant Authority to identify opportunities to introduce innovation, reduce cost and waste and ensure that sustainable development is at the heart of their operations. This shall include but is not limited to product rationalisation and standardisation; leveraging of opportunities

within the Supplier's supply chain and reviewing Order placement methods, frequency and quantity.

4.9.4. The Supplier shall support the wider agenda of sustainability in terms of the social, economic and environmental impact of Buyers' operations, through the provision of data within the management information which supports Buyers' objectives.

4.9.5. The Supplier shall comply with the requirements of the Buyer to ensure that they have in place and operate to the required level of environmental and sustainability standards. Any such requirements will be defined by the Buyer during the Call-Off Procedure and may include compliance with ISO 14001, Eco-Management and Audit Scheme (EMAS) or a nationally recognised accredited equivalent standard applicable to the relevant Goods and/ or Services.

4.9.6. The Supplier shall include the provision of transport and Services that are aligned with the EU Green Public Procurement standards, wherever possible.

4.9.7. The Supplier shall work cooperatively and provide assistance to Buyers' to support the Government's Agenda to meet the Greening Government Commitments (GGC), including associated reporting requirements, details of which can be accessed via the following link:

<https://www.gov.uk/government/publications/greening-government-commitments>

4.9.8. The Supplier shall comply with the Government Buying Standards applicable to the Deliverables under this Framework Contract. Full details can be found on the DEFRA Sustainable Development in Government website via the following link:

<https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>

4.10. Value for Money

4.10.1. The Supplier shall support public sector organisations by driving behaviour towards implementing best practice and applying your knowledge and expertise to the market for more efficient and effective ways of working to optimise commercial benefits and delivery of savings and efficiencies over the lifetime of each Contract.

4.10.2. The Supplier shall ensure that where volumes are secured under this Framework Contract, they shall employ strategies to leverage the benefit of such volumes in their commercial offering to ensure best value for the Buyer. Such strategies may include working with the supply chain to maximise any efficiencies and ensuring sustainability of supply.

4.10.3. The Supplier shall be aware that Buyers may have requirements that fall within a small geographical area such as a limited region or postcode area. Where appropriate, the Supplier may leverage these localised Buyer needs in their commercial offering to ensure best value for the Buyer.

4.10.4. The Supplier shall be aware that public sector organisations may seek to work in collaboration with each other to drive value and efficiencies. This

collaborative approach may be in a specific region or may extend more widely. The Supplier shall comply with such requirements and associated processes, in accordance with Call-Off Schedule 12 (Clustering).

4.11. Estates Rationalisation

4.11.1. The Supplier shall be aware that many public sector organisations are reviewing their office locations and estate and it is likely that over the lifetime of this Framework Contract the number of office locations will reduce. As a result of such a programme, a Buyer may have the need to relocate the Goods and/ or Services.

4.11.2. The Supplier shall adopt a flexible approach to accommodate any such requirements in the management of the Buyers' Goods and/ or Services throughout the lifetime of the Contract.

4.12. Social Value

4.12.1. The Supplier shall have regard to economic, social and environmental wellbeing in connection with the Goods and Services supplied under this Framework Contract.

4.12.2. The Supplier shall work with the Buyers to help them conform to the Public Services (Social Value) Act 2012 and Well-being of Future Generations (Wales) Act 2015 in England and Wales and the Procurement Reform (Scotland) Act 2014 in Scotland.

4.12.3. The Supplier shall be aware that the Buyer may require the Supplier to identify, implement and report on Social Value initiatives it proposes as proportionate and relevant to the Call-Off Contract. Such requirements will be defined by the Buyer during the Call-Off Procedure and any Social Value options selected by Buyers' at the point of Call-Off, shall be in accordance with the Government's Social Values which are current at that point in time.

4.12.4. The Supplier shall be aware that the Buyer may identify Social Value initiatives in association with the National TOMS Framework 2019 <https://socialvalueportal.com/national-toms/>, other published frameworks or, independent initiatives unique and specific to that Buyer.

4.12.5. The Supplier shall be required to annually report to CCS details and progress for delivery of Social Value initiatives identified by Buyers'.