

ANNEX 9 – Postal Goods, Services and Solutions (RM6017)

LOT 9 MAIL OPENING AND DIGITAL SCANNING SERVICES

1. SCOPE

- 1.1. The Supplier shall provide a cost effective, flexible, high quality and value for money Service for the provision of mail opening and digital scanning Services, which can be carried out either at the Buyer Premises (on-site) or at the Supplier's premises (off-site), or a blend of both where Services are performed by the Supplier using a dual approach of on-site and off-site in line with the Buyer's requirements which shall be defined by the Buyer during the Call-Off Procedure.
- 1.2. The Supplier shall provide a mail opening and digital scanning service that fulfils the requirements of the Buyer and fall within the scope of mail opening and digital scanning services for items which are being returned to a Buyer.
- 1.3. The core requirements of Lot 9 shall include, but will not be limited to:
 - Mail opening services
 - Cherished and Valuable Items services
 - Scanning services
 - Electronic distribution of items within a Buyer organisation
 - Archiving services (physical and digital)
 - Banking Instrument services
 - Hosting Services

2. MANDATORY REQUIREMENTS

2.1. Services

- 2.1.1. The Supplier shall have the flexibility and scalability to accommodate a wide range of public sector organisations.
- 2.1.2. The Supplier shall be able to provide the Deliverables (Goods and /or Services) to a wide range of public sector organisations throughout the UK which includes England, Northern Ireland, Scotland and Wales as defined by the Buyer.
- 2.1.3. The Supplier shall provide a robust and dynamic mail opening and digital scanning Service which ensures an approach of continuous improvement by driving the adoption of innovation and taking advantage of the latest technologies, where appropriate, throughout the lifetime of the Framework Contract and any resulting Call-Off Contracts.
- 2.1.4. The Supplier shall enable the adoption of new technologies in the market to support public sector organisations in benefiting from improved workflow strategies, operational efficiencies and working practices by driving the Government's aspiration of digital by default.

2.2. Mail Opening Services

- 2.2.1. The Supplier shall open mail which includes physical items such as letters, large letters, small and large parcels in accordance with the instructions received from the Buyer.
- 2.2.2. The Supplier shall provide the Services for both internal mail of the Buyer and inbound mail items returned to the Buyer from external sources including, but not limited to, third party mail and/or courier providers.
- 2.2.3. The Supplier shall ensure that all opened mail is thoroughly checked and all contents are removed.
- 2.2.4. The Supplier shall ensure that all mail sacks, trays, pouches or other packaging used are checked to ensure all contents are removed.
- 2.2.5. The Supplier shall ensure that in the event the Buyer advises any restrictions are applicable to the mail opening process, such as if mail items are classified as commercially sensitive or other such restriction, the Supplier shall ensure that such mail items are not opened.
- 2.2.6. The Supplier shall record and receipt all items received using a tracked service to ensure traceability of items, including but not limited to:
- Recorded Delivery
 - Special Delivery items.
- 2.2.7. The Supplier shall be responsible for all items in its possession from the time of receipt until the time the mail items are delivered to the Buyer. The Supplier shall take all reasonable measures to safeguard the items at all times whilst in its possession.
- 2.2.8. The Supplier shall ensure that opening of mail items from external sources and all other activities associated with this mail opening service are carried out in a secure environment.
- 2.2.9. The Services shall be performed in a safe and secure facility with physical security appropriate for the Services to be delivered, where the Buyers requirements are to be performed off-site at the Supplier's premises.
- 2.2.10. The Supplier shall, prior to commencement of the Services, work with the Buyer to ensure that any on-site environment at the Buyer's Premises to be used in delivery of the Services is appropriately safe and secure and the physical security of the environment is appropriate for the Services to be delivered
- 2.2.11. The Supplier shall facilitate a Site visit(s) by the Buyer, where requested, to provide assurance that security requirements are being adhered to at all times.
- 2.2.12. The Supplier shall ensure that any suspect, harmful/dangerous or offensive items which may be contained in mail items are quarantined and dealt with appropriately. Under no circumstances shall such items be sent or handed over to the Buyer

2.3. Cherished and Valuable Items services

2.3.1. The Supplier shall be aware that a Buyer may receive 'cherished'/valuable items. Such items may include, but not be limited to:

- Bank information or other sensitive financial information i.e. share certificates, bank statements, etc.
- Certificates i.e. birth certificates, marriage certificates, death certificates.
- Identification documentation i.e. driving licence, passports

2.3.2. The Buyer shall provide details of the types of 'cherished'/valuable documents likely to be received during the Call-Off Procedure.

2.3.3. The Supplier shall agree in advance with the Buyer how 'cherished'/valuable items will be processed. The Supplier shall adhere to the following as a minimum:

- No 'cherished'/valuable item shall be destroyed by the Supplier.
- 'Cherished'/valuable items shall not be date stamped or marked in any way.

2.3.4. The Supplier shall agree with the Buyer where the responsibility of returning 'cherished'/valuable items will fall. This could be with either the Buyer or the Supplier, and shall be defined by the Buyer during the Call-Off Procedure.

2.3.5. Where the Supplier is responsible for returning 'cherished'/valuable items the timescales for the repatriation of such items shall be agreed between the Supplier and the Buyer during the Call-Off Procedure.

2.3.6. The Supplier shall report immediately to the Buyer the loss of any 'cherished'/valuable item. The Supplier shall work with the Buyer to investigate the loss and agree a rectification plan as appropriate.

2.4. Scanning Services

2.4.1. The Supplier shall provide a scanning service that will take physical items and convert them into a digital format, providing a clear scanned resultant image.

2.4.2. The Supplier shall provide the Service to accommodate the scanning and digital conversion of a broad range of documents which may include but not be limited to:

- Handwritten records
- Mono and colour documentation
- Medical records including x-rays
- Microform, Microfilm, Microfiche
- Booklets
- Land Registry documents and plans
- Documents and records which exceed A4 size

2.4.3. This is not an exhaustive list and the Buyer shall define their exact requirement during the Call-Off Procedure.

2.4.4. The scanning service shall include all of the tasks associated with the Service to provide a clear scanned resultant image, including but not limited to the following:

- Preparation of mail items by the removal of staples, paperclips, treasury tags etc. to enable scanning to be undertaken.
- Image capture, enhancement and quality assurance.
- Post scan processing, such as indexation to enable extraction at the point of need.

2.4.5. The Supplier shall be aware that the conversion of items from physical to digital may also apply to back-scanning of items already held by the Buyer and/or a nominated third party, as well as new items being received.

2.4.6. The Supplier shall have a process in place for dealing with items that cannot be scanned i.e. Physically not pass through a scanner. This process will be agreed with the Buyer during the Call-Off Procedure.

2.4.7. The Supplier shall treat items as if they fall under the 'OFFICIAL' Government security classification unless the Buyer advises that the items are to be processed and stored at a higher security classification. This will be defined by the Buyer during the Call-Off Procedure. The full definition and information relating to the Government security classifications can be found below:

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

2.4.8. The Supplier shall be responsible for ensuring the secure storage of digital records, once physical items have been scanned and converted and shall comply with the Security Policy requirements of the Buyer.

2.4.9. The Supplier shall have a robust process in place to record all items which have been scanned and shall maintain appropriate records to enable the provision of reports to the Buyer on the items that have been scanned. Such reports shall be required on a regular basis and the provision of the reports shall be in line with the reporting requirements defined in the Call-Off Contract.

2.5. Electronic distribution of items within a Buyer organisation

2.5.1. The Supplier shall facilitate the electronic distribution of items within a Buyers organisation, which shall support the drive to 'digital by default' and improve information workflow for Buyers.

2.5.2. The Supplier shall provide a variety of methods to for Buyers to access the digital records. The digital format shall be defined by the Buyer during the Call-Off Procedure and shall include but not limited to:

- PDF image
- Web-based access
- Electronic search database

2.5.3. The Supplier shall ensure that Buyer access to records is protected by secure login or PIN protection to preserve the security and confidentiality of the records.

2.5.4. The Supplier may be required to transport physical records for example to an off – site storage facility, or a Buyer may wish to retrieve such physical records following storage.

2.5.5. The Supplier shall restrict access to records within the Supplier organisation to preserve the security and confidentiality of the records.

2.6. Archiving services (physical and digital)

2.6.1. The Supplier and the Buyer shall agree how long the digital records shall be retained for and how the data will be removed from the Supplier systems where appropriate.

2.6.2. The Supplier and the Buyer shall agree what happens to the physical items once they have been scanned and converted to digital. This could include but is not limited to:

- The Supplier shall store the items on behalf of the Buyer
- The items shall be returned to the Buyer
- The items shall be securely destroyed

2.6.3. This is not an exhaustive list and the Buyer shall define their exact requirement during the Call-Off Procedure.

2.7. Banking Instruments and Services

2.7.1. The Supplier shall be aware that some Buyers that access this Framework Contract will have a requirement for the handling and transportation of banking instruments. The Buyer shall define the exact requirement for such services during the Call-Off Procedure.

2.7.2. The Supplier shall have a robust procedure in place to deal with banking instruments (such as Cheques, mandates, cash etc.).

2.7.3. The Supplier shall present all banking instruments to the Buyer's bank or processing location.

2.7.4. The Supplier shall ensure the secure handling and transportation of banking instruments from the point of receipt to the point of handover to the Buyer's bank or nominated processing location.

2.7.5. The Supplier shall formally record all banking instruments that it processes on behalf of the Buyer.

2.7.6. The Supplier shall ensure that all banking instruments received for processing shall be processed in line with the requirements of the Buyer and the Buyer's nominated bank.

2.7.7. The Supplier shall remove all pins, staples etc. from cheques and these shall be presented in line with the requirements of the Buyer as defined during the Call-Off Procedure.

2.7.8. The Supplier shall have a robust process in place for items that are deemed to be un-bankable banking instruments. Such items may include but not be limited to:

- Cheques which are dated more than six (6) months in arrears
- Cheques which are post-dated by more than five (5) days
- Cheques which are unsigned
- Cheques which are illegible

2.7.9. This is not an exhaustive list and the Buyer will define the exact requirement during the Call-Off Procedure.

2.8. Asset and Personnel Security

2.8.1. 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 mail opening and digital scanning Service and the requirements set out in paragraph's 4.2.1, 4.2.2 and 4.2.3.

2.8.2. 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

2.8.3. 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

2.8.4. 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.

2.9. Hosting Services

2.9.1. The Supplier shall be aware that some Buyers will have a requirement for a hosting application as part of their service offering under Lot 9.

2.9.2. The Supplier shall be able to provide a platform and/ or infrastructure service that can host Buyer data and information in a secure environment. The Buyer shall confirm during the Call-Off Procedure whether the hosting service shall be entirely private or whether they are able to accept a public hosting service.

2.9.3. The Supplier shall ensure that any software used in the provision of the Services under Lot 9 are tested and comply with the Buyer's existing infrastructure and Security Policy and procedures.

2.9.4. The Supplier shall ensure the hosting service provided includes, but is not limited to:

- The deployment, management and running of hardware and software, Buyer-created or acquired applications created using programming languages, libraries, services and tools.
- Provide processing, storage or other fundamental computing resources where the Buyer is able to deploy and run arbitrary software, which can include operating systems and applications.

2.9.5. The Supplier's hosting service shall be capable of:

- Providing storage, processing and data hosting management services;
- Development of specific data extracts on behalf of the Buyer;
- The physical, secure transfer of extract data from source systems within multiple Buyer Premises to the Supplier hosted service where validation, co-mingling, cleansing, indexing etc. can be undertaken;
- Regular refreshing of data and data validation services;
- Processing capability for checking the quality and completeness of source data and to facilitate the ability to correct data errors within the source data prior to loading into the solution;
- Management of continuous improvement of data quality, through an iterative cleansing and mapping process;
- Building, operating, hosting and maintaining an analysis database ensuring that it is appropriately structured and optimised and has sufficient hardware and/or software resources to operate efficiently and effectively. This shall include increasing or decreasing capacity to deal with peaks and troughs in demand;
- Document workflow processes to enable documents to be clustered into work streams and to enable upstream processing.

2.9.6. This is not an exhaustive list of the data hosting Services that may be required by a Buyer. The Buyer shall define their requirements during the Call-Off Procedure.

2.10. Third Party Suppliers

2.10.1. The Supplier shall be aware that providing services under Lot 9, there may be a requirement for the Supplier to work in collaboration with other third party suppliers which will be nominated by the Buyer in order to deliver the Buyer requirements. Such requirements will be defined by the Buyer during the Call-Off Procedure.

2.11. Supplier User Guides and Operating Manuals

2.11.1. The Supplier shall develop and maintain user guides and operating manuals pertinent to the Deliverables supplied under this Framework Contract. The user

guides and/or operating manuals shall be provided to the Buyer at the Call-Off Start Date. This shall be provided at no additional cost.

2.11.2. The Supplier shall ensure that the user guides and/or operating manuals provide clear detailed instructions of the operation of the Deliverables supplied and are updated regularly following any amendments to ensure the Buyer is always using the Deliverables in the correct way.

2.11.3. The content of the user guides and/or operating manuals may include but shall not be limited to:

- User obligations in relation to the performance and operation of the Deliverables, including but not limited to:
 - Terms and conditions of carriage
 - Presentation of output
 - Addressing standards
 - Packaging requirements
 - Forecasting requirements
- Supplier obligations in relation to the performance and operation of the Deliverables.
- Helpdesk or other contact information to ensure the Buyer has a point of contact in the event of any queries or issues.
- Where applicable, the user guide and/or operating manual shall advise the Buyer how to order consumables.
- The Supplier ensure that user guides and/or operating manuals are written in plain English and are easy to use. A glossary of terms shall be included.

2.12. Implementation

2.12.1. The Supplier shall provide an effective implementation process for Buyers and provide Buyers with the appropriate level of support and guidance.

2.12.2. The Supplier shall be aware that Buyers may range from small public sector organisations e.g. small Local Authorities through to large Central Government departments and each Buyer will have differing levels of awareness and knowledge of the service and/or solution and experience of the delivery of the service and/or solution by incumbent suppliers. This is known as the Buyers level of maturity. Suppliers shall be aware that the implementation requirements, including the level of support required from the Supplier may differ depending on the Buyer's level of maturity.

- 2.12.3. The Supplier shall be aware that Buyers may range from small public sector organisations e.g. small Local Authorities 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.
- 2.12.4. The Supplier shall have the flexibility and scalability to accommodate a wide range of public sector organisations and shall be aware that the implementation requirements may differ depending on the Buyer's level of complexity.
- 2.12.5. The Supplier shall be aware that Buyers' may require a phased approach to implementation of the service and/or solution during an implementation period.
- 2.12.6. The Supplier shall be aware that the implementation period may be the period between the award of the Call-Off Contract up to the Call-Off Start Date or other dates as specified by the Buyer.
- 2.12.7. The Supplier shall be aware that they may be required to implement multiple numbers of Call-Off Contracts with varying levels of Buyer maturity and complexity during the same implementation period.
- 2.12.8. The Supplier shall work with the Buyer to accommodate each phase of implementation which will be defined and agreed between the Supplier and the Buyer during the Call-Off Procedure. A Buyer may require a clear implementation plan which details, as a minimum, key milestones, durations and responsibilities as set out in Annex 1 Implementation Plan of Call-Off Schedule 13 (Implementation Plan and Testing) or as required by the Buyer.
- 2.12.9. The Supplier, where required by the Buyer, shall appoint an implementation team which shall be led by an implementation manager. The implementation manager shall be responsible for overseeing the project and reporting progress to the Buyer in accordance with the implementation plan.
- 2.12.10. The Supplier, where required by the Buyer, shall develop a communications plan, to be agreed with the Buyer, which as a minimum shall include the frequency, responsibility and nature of communication with the Buyer and end users of the services and/or solution.
- 2.12.11. The Supplier shall ensure that appropriate and qualified resources, including Supplier Staff, are identified and advised to the Buyer in order to fulfil the services and/or solution during both the implementation period and during the Call-Off Contract Period and the Supplier shall work with Buyer's to meet their individual demands (e.g. fluctuations in volumes).
- 2.12.12. The Supplier shall ensure that appropriate and qualified Supplier Staff will be available to ensure that Service Levels for Buyers are not compromised during times of peak Supplier activity, for instance at times when the implementation of additional Buyers by the Supplier is taking place.

2.12.13. The Supplier shall work cooperatively with the Buyer's incumbent supplier(s) to ensure a systematic, planned and robust transfer of the service and/or solution, including where appropriate the transfer of validated data from the incumbent supplier to the Supplier.

2.12.14. The Supplier shall comply with the requirements and processes detailed in Call-Off Schedule 13 (Implementation Plan and Testing), where specified by 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 possess the qualifications, experience and competence appropriate to the tasks for which they are employed. This shall include the provision of regular training, in relation to any

security requirements, and development to Supplier staff allocated to the Buyer to ensure their knowledge and skills are kept up to date and are relevant to the Services provided.

4.1.2. The Supplier shall ensure that the standard of security clearance for all Supplier Staff is compliant with the Buyer's Security Policy. The Buyer shall specify such security requirements during the Call-Off Procedure.

4.1.3. The Supplier shall ensure that all Supplier Staff adhere and comply with Buyers' safety and confidentiality requirements at all times.

4.1.4. 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

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

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 Supplier shall ensure that all Supplier Staff used in the provision of the Deliverables under this Framework Contract shall comply with security controls, procedures and policies as specified in each Contract.

- 4.2.8. 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 Deliverables 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 Deliverables 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 Deliverables, 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.
- 4.5.7. The Supplier shall ensure that all data used in the provision of the Services is held securely and is regularly backed up to ensure such data is protected from loss, damage or cyber-attack.

4.6. Processing Data

- 4.6.1. The Supplier shall not deliver all or any part of the Deliverables 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 Subcontractor engaged by the Supplier to deliver the Deliverables 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. 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 Deliverables 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 Deliverables.

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 Deliverables.

4.11.2. The Supplier shall adopt a flexible approach to accommodate any such requirements in the management of the Buyers' Deliverables 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.

5. ADDITIONAL REQUIREMENTS (Non – Mandatory)

5.1. Image Clearing System (ICS) for Cheques

5.1.1. The Supplier shall be aware that if the Buyer requires banking services under Lot 9 there may be a requirement for the Supplier to utilise the Image Clearing System to enable the Buyer's cheques to be processed and cleared more quickly. Such requirements will be defined by the Buyer during the Call-Off Procedure.

5.1.2. Where the Supplier is providing Image Clearing System (ICS) for cheques, the Supplier shall conform to Government legislation relating to the Image Clearing System as outlined in the link below:

<https://www.gov.uk/government/consultations/legislation-to-support-cheque-imaging#history>