

ANNEX 10 – Postal Goods, Services and Solutions (RM6017)

LOT 10 SECURITY SCREENING SERVICES

1. SCOPE

- 1.1. The Supplier shall provide a cost effective, flexible, high quality and value for money security screening service, with onward delivery of mail items to the Buyers nominated sites.
- 1.2. The Supplier shall be capable of fulfilling a broad range of Buyer requirements this shall include security screening Services for a variety of inbound mail items; which shall include documents and parcels; and the security screening shall be for a range of hazardous items and materials.
- 1.3. The core requirements for Lot 10 shall include, but not limited to as follows:
 - Receipt and / or Collection of mail items
 - Security screening services
 - Secure delivery of screened mail items

2. MANDATORY REQUIREMENTS - SERVICES

2.1. Receipt and or Collection of Mail Items

- 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 all 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 collect or receive all mail items, documents and parcels from mail carriers and other appropriate organisations including hand delivered items intended for the Buyer's organisation. This may include for example collection of mail items from a Royal Mail centre.
- 2.1.4. The methodology for receiving or collecting mail items that require security screening shall be further defined by the Buyer during the Call-Off Procedure.

2.2. Screening Facilities and Standards

- 2.2.1. The Service shall be performed in a safe and secure off-site facility prior to final delivery of the screened mail items to the specified Site(s).
- 2.2.2. 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.

2.3. Screening Levels

2.3.1. The Supplier shall be aware that Buyers' who access this Framework Contract will be at differing levels of maturity and understanding of the types of screening and security measures available.

2.3.2. The Supplier shall provide appropriate advice and guidance to the Buyer to ensure that the suitable level(s) of screening are adopted for the Buyer's organisation, the levels of screening provided and to be reviewed as appropriate during the Call-Off Contract Period. This shall be provided to the Buyer at no additional cost.

2.3.3. The Supplier shall have the capability to offer levels 1 - 3 of screening levels as described in the British Standards Institution Mail Screening and Security Specification (PAS 97:2015).

2.4. Screening Capability

2.4.1. The Supplier shall have the equipment, processes and procedures in place to identify and manage the safe disposal of the hazards identified in the table below:

Group	Description	This Category 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</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.

	as to be undetectable by typical X-ray-based screening processes.	<ul style="list-style-type: none"> • may be present in small quantities which are not identifiable via methods used in Group 1
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- 2.4.2. The Supplier shall ensure that they have Standard Operating Procedures (“SOP”) in place which shall include appropriate emergency response plans to deal with any suspicious items identified. This includes, but is not limited to, notifying the relevant security authorities (such as the Police) and the Buyer. This will be agreed and further defined by the Buyer during the Call-Off Procedure.

2.5. Potential Threats

- 2.5.1. The Supplier shall ensure that their 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 Contract remains relevant.
- 2.5.2. The Supplier shall ensure that all equipment used in the provision of the security screening Services is kept up to date and that there are appropriate processes in place to update equipment in a timely manner to cater for any new threats which are identified throughout the Contract.
- 2.5.3. The Supplier shall ensure that the processes used in security screening remain up to date, and are amended as necessary to cater for any new threats which are identified throughout the Contract.

2.6. Delivery of Screened Mail

- 2.6.1. The Supplier shall, following completion of the screening of mail items, securely deliver such items to the Buyer, ensuring the integrity and security of the screened mail items is maintained until such items are delivered to the Buyer.
- 2.6.2. The Buyer shall specify the delivery address/s, delivery times and delivery process required during the Call - Off Procedure.
- 2.6.3. The Supplier shall work with the Buyer to agree the delivery times for screened mail items which shall be either same day or next day delivery.

2.7. Maintenance of Screening Equipment

- 2.7.1. The Supplier shall ensure that appropriate support and maintenance arrangements are in place for all screening equipment used in the provision of the Services to ensure that the screening Services are not affected by planned or unplanned equipment downtime.

2.8. Pricing

2.8.1. The Supplier shall ensure that any toll road charges for motorways, bridges, tunnels, and other road charging schemes (including but not limited to the London Congestion Charge), are itemised and identified separately to Buyers on their invoices.

2.8.2. Toll road charges for motorways, bridges, tunnels, and other road charging schemes (including but not limited to the London Congestion Charge) shall be in accordance with the charges identified in the Gov.UK website in the link below:

<https://www.gov.uk/uk-toll-roads>

2.9. Supplier User Guides and Operating Manuals

2.9.1. The Supplier shall develop and maintain user guides and operating manuals pertinent to the Deliverables provided 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.

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

2.9.3. The content of the user guides and/or operating manuals may include the following :

- User obligations in relation to the performance and operation of the Goods and/or Services, 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 Goods and/or Services.
- 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.

2.10. Implementation

- 2.10.1. The Supplier shall provide an effective implementation process for Buyers and provide Buyers with the appropriate level of support and guidance.
- 2.10.2. 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.
- 2.10.3. 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.
- 2.10.4. 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.
- 2.10.5. The Supplier shall be aware that Buyers' may require a phased approach to implementation of the service and/or solution during an implementation period.
- 2.10.6. 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.
- 2.10.7. 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.
- 2.10.8. 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.
- 2.10.9. 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.

- 2.10.10. 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.
- 2.10.11. 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).
- 2.10.12. 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.
- 2.10.13. 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.
- 2.10.14. 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 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

4.1.3. The Supplier Staff must be easily identifiable and wear the appropriate Personal Protection Equipment (PPE) including but not limited to:

- Industrial footwear;
- High visibility clothing / jackets when entering the Site(s).

4.1.4. Where the Supplier uses Subcontractors to deliver the Services, then such Subcontractors must wear suitable attire which includes the appropriate Personal Protective Equipment (PPE) including but not limited to:

- Industrial footwear;
- High visibility clothing / jackets when entering the Site(s).

4.2. Training of Supplier Staff

- 4.2.1. The Supplier shall ensure the provision of a suitable number of Supplier Staff trained to use the screening equipment, to accommodate fluctuations in demand for both planned and unplanned staff absence.
- 4.2.2. The Supplier shall ensure that Supplier Staff are suitably trained to undertake the provision of the screening Services and such training includes refresher training, and training in any new procedures that are implemented during the life of the Framework Contract or Call-Off Contract.

4.3. Security

- 4.3.1. 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>
- 4.3.2. 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>
- 4.3.3. 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>
- 4.3.4. 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.
- 4.3.5. 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.
- 4.3.6. 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.
- 4.3.7. The requirement for any such security measures shall be defined by the Buyer during the Call-Off Procedure.

- 4.3.8. 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.
- 4.3.9. 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.
- 4.3.10. The Supplier shall ensure that all Supplier Staff have the necessary security clearance to undertake the security screening Services. Buyers may require a higher level of security clearance, due to the specific nature of their requirement and this shall be identified by the Buyer during the Call-Off Procedure.
- 4.3.11. The Supplier shall, if requested by the Buyer, provide the names of Supplier Staff employed in the provision of the Services due to the sensitive nature of some Buyer requirements.
- 4.3.12. The Supplier shall be aware that Buyers' may require that the Supplier complies with the Buyer's own Security Policy and procedures. These requirements will be defined by the Buyer during the Call-Off Procedure.

4.4. Supplier Staff Income Standards

- 4.4.1. 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.
- 4.4.2. 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.

4.5. Subcontractors

- 4.5.1. 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.
- 4.5.2. 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.

4.6. Data Security Requirements

- 4.6.1. 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.
- 4.6.2. 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.
- 4.6.3. 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.
- 4.6.4. 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
- 4.6.5. 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.
- 4.6.6. 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.

4.7. Processing Data

- 4.7.1. 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.
- 4.7.2. The Supplier shall ensure they fully comply with the obligations set out in Joint Schedule 11 (Processing Data).

4.8. Quality Management

- 4.8.1. The Supplier shall 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 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.

4.9. Management Information ("MI")

- 4.9.1. The Supplier shall provide MI in accordance with the requirements as set out in Framework Schedule 5 (Management Charges and Information).
- 4.9.2. 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.

4.10. Environmental and Sustainability

- 4.10.1. 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.
- 4.10.2. 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.
- 4.10.3. 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.

4.10.4. 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.

4.10.5. 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.

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

4.10.7. 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>

4.10.8. 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>

4.11. **Value for Money**

4.11.1. 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.

4.11.2. 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.

4.11.3. 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.

4.11.4. 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).

4.12. Estates Rationalisation

- 4.12.1. 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.

4.13. Social Value

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

- 4.13.2. 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.

- 4.13.3. 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.

- 4.13.4. 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.

- 4.13.5. 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. Additional Levels of Screening

- 5.1.1. The Supplier shall be aware that Buyers' may require the provision of higher levels of screening (levels 4 & 5) as described in the British Standards Institution Mail Screening (PAS 97:2015). This will be defined by the Buyer during the Call-Off Procedure.

5.2. Mail Processing

- 5.2.1. The Supplier shall be aware that Buyers' may require the provision of mail processing, which is in addition to that undertaken as part of the screening process. If this is required this will be defined by the Buyer during the Call-Off Procedure.

5.3. Canine Detection Services

- 5.3.1. The Supplier shall be aware that Buyers' may require the provision of security screening which utilises canine detection Services. The Supplier shall provide sufficient canine resources to search the mail and parcel deliveries as defined by the Buyer during the Call-Off Procedure for their nominated Sites.
- 5.3.2. The Supplier shall ensure full compliance with animal welfare legislation.