

ANNEX 8 – Postal Goods, Services and Solutions (RM6017)

LOT 8 – INBOUND DELIVERY SERVICES

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 for inbound delivery Services for mail items, packets and parcels being returned to Buyer Premises and/or nominated third party premises from the Buyer's end users/ customers.
- 1.2. The core inbound delivery requirements of Lot 8 shall include but will not be limited to:
 - Timed Delivery Services
 - Pre-Sorted Services
 - Reply/Response Services
 - Tracked and Signed for Reply/Response Services
 - Numbered Box (or Equivalent) Services
- 1.3. The Supplier shall provide the inbound delivery Services on either the Buyer Premises or at an agreed Supplier location, which will be defined by the Buyer during the Call-Off Procedure.
- 1.4. The Supplier shall be aware that Buyers' may require a single Service, or a mixture of some or all of the Services available within the scope of Lot 8. The Buyer may also require the Services on a planned regular basis or on an ad-hoc basis. The exact requirement will be defined by the Buyer during the Call-Off Procedure.

2. MANDATORY REQUIREMENTS – SERVICES

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 provide the delivery of inbound mail items to Buyer Premises and nominated third party premises within the UK which includes England, Northern Ireland, Scotland and Wales as defined by the Buyer.
- 2.1.3. The Supplier shall deliver a range of Services that fulfil the requirements of the Buyer and that fall within the scope of an inbound delivery Service for mail items intended to be received by the Buyer. This may include but shall not be limited to Buyer Premises and nominated third party premises.

2.1.4. All items to be received by the Buyer and handled by the Supplier under Lot 8 shall remain unopened, unless the Buyer has specifically agreed in advance with the Supplier during the Call-Off Procedure that the Supplier may open mail items in order to perform the required Service.

2.1.5. The Supplier shall work proactively with the Buyer to conduct periodic reviews of the Services provided throughout the lifetime of the Call-Off Contract to ensure the Services continue to meet the needs of the Buyer effectively and support the achievement of value for money. Any such review may include, but shall not be limited to, the following where it is applicable to the Services provided:

- a review of timed delivery services to ensure they continue to be aligned to the current needs of the Buyer including any associated costs;
- a review of all licences in place for reply/response services to ensure that any unused licences are notified to the Buyer and agreement is reached to keep these live or close them down;
- a review to ensure that live licences for reply/response services comply with the conditions of use and make recommendations for alternative response services which will better meet the needs of the Buyer;
- a review of all live licences for tracked and signed for reply/response services to ensure that this level of service is still required in all cases and that any unused licences are notified to the Buyer and agreement reached to keep these live or close them down;
- a review of numbered box services to ensure they continue to be aligned to the current needs of the Buyer including any associated costs and that any unused licences are notified to the Buyer and agreement reached to keep these live or close them down;
- a review of all nominated delivery points to ensure these remain up to date with any changes to the Buyer's estates strategy.

2.2. Access to Buyer Mail

2.2.1. The Supplier shall ensure that appropriate agreements are in place to facilitate the collection or receipt and delivery of Buyer mail items.

2.2.2. The Supplier shall arrange access to the Buyer mail items through one of the following options at no extra cost to, which will be agreed in advance with the Buyer during the Call-Off Procedure:

- The Supplier shall collect the Buyer's mail from Royal Mail;

- The Supplier shall collect the Buyer's mail from the nominated Buyer Premises and/or third party premises;
- The Supplier and Buyer shall arrange for the Buyer's mail to be delivered to the nominated Supplier premise(s).

2.3. Timed Delivery Services

- 2.3.1. The Supplier shall be aware that some Buyers' who access this Framework Contract will have a requirement for their delivery to be scheduled at a specific time in order to meet internal deadlines for the processing of items once received by the Buyer.
- 2.3.2. The Supplier shall collate all items addressed to the Buyer and deliver the items to the Buyer Premises and/or nominated third party premises at the time agreed between the Supplier and the Buyer during the Call-Off Procedure.
- 2.3.3. The Supplier shall make timed deliveries available to the Buyer from 06:00am, Monday to Friday. Should the Buyer require an extended Service provision on a Saturday or a public holiday in England and Wales, then this shall be agreed between the Buyer and Supplier during the Call-Off Procedure and shall be as outlined in Framework Schedule 3 (Framework Prices).
- 2.3.4. The Supplier shall have the flexibility and scalability to provide a range of Services to the Buyer, including but not limited to:
 - Daily timed deliveries i.e. timed deliveries each day (Monday to Friday);
 - Timed deliveries on specific days of the week;
 - Timed deliveries on specific days of the month.
- 2.3.5. The Supplier shall work with the Buyer to agree a timed delivery for mail items during the Call-Off Procedure. The Supplier shall use best endeavours to deliver all mail items at the time agreed with the Buyer.
- 2.3.6. The Supplier shall work with the Buyer to ensure that a member of Buyer personnel will be available to take receipt of the timed deliveries.
- 2.3.7. The Supplier and the Buyer shall agree in advance where the delivery point(s) shall be. This could be to one location or multiple locations within the Buyer Premises and/ or third party premises.

2.4. Pre-Sorted Services

- 2.4.1. The Supplier shall be aware that Buyers' may have a requirement for their mail items to be pre-sorted prior to delivery to the Buyer Premises or premises of a nominated third party.

2.4.2. The Supplier and the Buyer shall agree in advance the level of sortation that is required prior to the delivery during the Call-Off Procedure, this may include but not be limited to:

- Recipient or individual named Buyer personnel
- Department or unit level
- Floor level within a building
- By service or product

2.4.3. The Supplier shall be aware that the Buyer may have a requirement to change the pre-sortation selections over the lifetime of the Call-Off Contract. The Supplier shall have the flexibility to work with the Buyer to implement such changes. Such changes will be agreed between the Supplier and the Buyer in advance and a minimum of thirty (30) days' notice shall be allowed prior to the change taking effect.

2.4.4. The Supplier and the Buyer shall agree in advance where the delivery point(s) shall be. This could be to a single location or multiple locations across the Buyer Premises and/or nominated third party premises. Where required, the Supplier shall also deliver items to different floors within the relevant premises.

2.4.5. The Supplier shall enable Buyers' to track pre-sorted mail items internally once delivered by the Supplier to the Buyer Premises or premises of a nominated third party. This may require, but not be limited to, the Supplier affixing a barcode to an item or batch of items, which will enable the items to then be scanned and tracked by the Buyer internally to the point of delivery based on the pre-sortation level. Such requirements shall be agreed between the Supplier and the Buyer during the Call-Off Procedure and shall be at no additional cost.

2.4.6. New innovations and tracking technologies shall be made available to Buyers' over the lifetime of this Framework Contract including, but not limited to, the use of QR code technology and facilities which enable the Buyer to fully monitor the movement of their mail items.

2.5. Reply/ Response Services

2.5.1. The Supplier shall offer a Service which enables the Buyer to provide a reply service to their end users/ customers.

2.5.2. The Supplier shall provide the Buyer with a unique license per business reply/response service, which shall be charged on an annual basis. The Supplier shall also apply a charge for each mail item that is returned to the Buyer through the reply/response service, as outlined in Framework Schedule 3 (Framework Prices).

2.5.3. Reply/ response Services may include but not be limited to:

- Freepost Service - a reply address for members of the public to reply to without affixing a stamp to the mail item;
- Standard / Plus Service - a reply Service which enables the Buyer to provide the member of the public with a pre-printed envelope to return the information required to the Buyer premises or nominated third party premises;
- Standard / Plus Service - a reply Service which enables the Buyer to provide the member of the public with a pre-printed label to affix to an envelope to return the information required to the Buyer premises or nominated third party premises.

2.5.4. This is not an exhaustive list and the exact requirement will be defined by the Buyer during the Call-Off Procedure.

2.5.5. The Supplier shall provide the Buyer with a range of delivery times for the delivery of mail items to the Buyer Premises, where possible as part of the reply/ response Services. As a minimum these shall include:

- Premium Delivery (the equivalent of 1st Class) – delivery of the item the within the next 1-2 Working Days following receipt into the Supplier's network;
- Standard Delivery (the equivalent of 2nd Class) – delivery of the item within 2-3 days following receipt into the Supplier's network.

2.5.6. The Supplier shall use best endeavours to deliver mail items on a premium delivery Service within the next 1-2 Working Days following receipt into the Supplier's network. The Supplier shall have processes in place to measure and evidence achievement of this standard to Buyers', where requested.

2.6. Tracked/ Signed for Reply/ Response Service

2.6.1. Where required by the Buyer, the Supplier shall enable the Buyer to provide a tracked reply service to their end users/customers. This Service shall be capable of tracking a mail item to the Buyer Premises or premises of a nominated third party and providing proof of delivery in the form of a signature.

2.6.2. The Supplier shall provide the Buyer with a unique license per tracked business reply/response service, which shall be charged on an annual basis. The Supplier shall also apply a charge for each mail item that is returned to the Buyer through the tracked reply/response service, as outlined in Framework Schedule 3 (Framework Prices).

2.7. Numbered Box (or Equivalent) Service

2.7.1. The Supplier shall be aware that some Buyers' who access this Framework Contract will have a requirement for their postal address to remain anonymous and the Supplier shall therefore provide a numbered box Service to the Buyer

which will replace the need for the Buyer to use their street address on correspondence.

2.7.2. The Supplier shall provide a numbered box collect Service which will allow the Buyer to collect the items addressed to the numbered box from a secure box located at a specified location. This could include but not be limited to

- A physical box located on the Supplier premises;
- A physical box located on the Buyer Premises
- A physical box located at a Buyer nominated third party premises.

2.7.3. The Supplier shall provide a numbered box delivery Service to Buyers which will allow items addressed to the numbered box to be delivered by Supplier from the box to the Buyer Premises or nominated third party premises. The delivery time shall be agreed between the Buyer and the Supplier during the Call-Off Procedure.

2.8. Supplier User Guides and Operating Manuals

2.8.1. 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.

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

2.8.3. 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 (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 shall 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.

2.9. Implementation

- 2.9.1. The Supplier shall provide an effective implementation process for Buyers and provide Buyers with the appropriate level of support and guidance.
- 2.9.2. 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.
- 2.9.3. 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.
- 2.9.4. 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.
- 2.9.5. The Supplier shall be aware that Buyers' may require a phased approach to implementation of the service and/or solution during an implementation period.
- 2.9.6. 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.
- 2.9.7. 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.
- 2.9.8. 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.
- 2.9.9. 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.

2.9.10. 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.

2.9.11. 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).

2.9.12. 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.

2.9.13. 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.

2.9.14. 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

4.2. 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 Goods and/ or Services 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 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 Subcontractor engaged by the Supplier to provide 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.

5. ADDITIONAL REQUIREMENTS – (Non – Mandatory)

5.1. Post Opening

- 5.1.1. The Supplier shall provide a secure post opening Service where required by the Buyer, this may be undertaken manually or may be an automated process using machine(s). The Supplier shall be aware that CCS expects this Service to be requested by Buyers' on an exceptional basis and, will not be the core requirement of any Call-Off Contract under Lot 8.
- 5.1.2. The exact requirements of this Service shall be agreed between the Buyer and the Supplier during the Call-Off Procedure.
- 5.1.3. The Supplier shall where required provide a post opening Service at the Supplier premises, at a nominated third party premises or within the Buyer Premises prior to items being delivered to the Buyer.
- 5.1.4. The Supplier shall ensure that Supplier Staff performing this requirement comply at all times with the health and safety requirements and security policies and procedures of the Buyer, as specified during the Call-Off Procedure.
- 5.1.5. The Supplier shall date stamp mail items where specified by the Buyer during the Call-Off Procedure.
- 5.1.6. The Supplier shall not date stamp mail items unless the Buyer has provided prior Approval to do so.