

ANNEX 7 – Postal Goods, Services and Solutions (RM6017)

LOT 7 HYBRID MAIL, DIGITAL AND TRANSFORMATIONAL COMMUNICATIONS

1. SCOPE

- 1.1. The Supplier shall provide a cost effective, flexible, high quality and value for money Hybrid Mail, Digital and Transformational Communication Services and solutions capable of fulfilling the broad range of Buyer requirements that can be delivered at either the Buyer Premises (on-site) or at the Supplier's premises (off-site) or a blend of both as defined by the Buyer during the Call-off Procedure.
- 1.2. The core requirements shall be separated into three (3) levels of Service/solution, as follows:
- Level 1 - Hybrid Mail (Click, Print, Post Solution)
 - Level 2 - Hybrid Mail, including SMS, email communications and secure web-based communications
 - Level 3 - Omni – Channel E2E Hybrid Mail, including inbound communication
- 1.3. The Supplier shall be aware that each level of Service/solution shall build cumulatively. For example, Level 2 shall incorporate the previous Level 1 Hybrid Mail Services (Click, Print, and Post Solution) plus the additional Level 2 Services of SMS, email communications and secure web-based communications. The specific blend and ratio of Services/solutions required by the Buyer within each level (e.g. physical versus digital communications), shall be individual to each Buyer organisation and Call-Off Contract.

2. MANDATORY REQUIREMENTS – SERVICES AND/ONLINE SOLUTIONS

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 all public sector organisations throughout the UK, including England, Northern Ireland, Scotland and Wales as defined by the Buyer.
- 2.1.3. Supplier Staff as standard shall perform Services during Working Days (Monday to Friday) and for up to 7.5 Man Hours per day.
- 2.1.4. The Supplier shall offer extended service hours and perform Services out of hours and during non-Working Days when requested by Buyers' during the Call-Off Procedure i.e. during weekends, public holidays in England and Wales and/or during hours exceeding 7.5 hours per day. The Supplier shall clearly define the costs for extended service hours within Framework Schedule 3 (Framework Prices).
- 2.1.5. The Supplier shall provide a robust and dynamic hybrid mail service and/or solution which ensures an approach of continuous improvement to drive the adoption of innovation and take advantage of the latest technologies, where appropriate, throughout the lifetime of the Framework Contract and any resulting Call-Off Contracts.

- 2.1.6. The Buyer requirements, whether that be a physical item or a digital communication, may be destined for an international location and this shall be entirely permissible. The Buyer will define during the Call-Off Procedure.

2.2. Level 1 - Hybrid Mail (Click, Print, Post Solution)

- 2.2.1. The Supplier shall provide a solution whereby data and/or electronic information is converted to a physical mail item.
- 2.2.2. The Supplier shall manage Buyer requirements strategically to provide cost savings, increased sustainability, greater efficiency and greater provision for security.
- 2.2.3. The Supplier shall support the secure transfer of data and information from the Buyer to enable this to be converted into a physical mail item for delivery to the addressee. The level of security required will be defined by the Buyer during the Call-Off Procedure.
- 2.2.4. The Supplier solution shall support the secure transfer of data and information from the Buyer as an individual item or batch data file.
- 2.2.5. The Supplier shall ensure that the secure network is compatible with the Buyer's Security Policy and relevant security procedures and shall ensure that the service and/or solution complies with the Buyer's IT infrastructure.
- 2.2.6. The Supplier shall provide an option to add inserts to the mail item(s) where required. These could be physical inserts which the Buyer has in stock or electronic inserts for printing and insertion by the Supplier at the time of production.
- 2.2.7. The Supplier shall provide a track and trace (job status) facility so that the Buyer can monitor the production process and monitor where mail items are within the network.
- 2.2.8. The Supplier shall provide a facility whereby a Buyer can stop an item to allow for amendments to be made prior to the mail item progressing to the print and dispatch stage. This ability to stop an item shall extend to the items being stopped prior to final dispatch, even if the item has already been printed and prepared.
- 2.2.9. The Supplier shall provide a facility whereby items go through an approval process within the Buyer organisation prior to processing by the Supplier i.e. prior to print and dispatch.

2.3. Delivering Best Practice and Efficiencies on Printed Output

- 2.3.1. The Supplier shall ensure that the Buyer's communications can be printed in a variety of formats. This shall include but is not limited to:
- Simplex and duplex documents
 - Black and white
 - Partial colour (black, white + one other colour)

- Colour (black, white + more than one colour) on the simplex and duplex documents
- Alternative formats including but not limited to large print and Braille
- Electoral printing

2.3.2. The Supplier shall provide the Buyer with a range of delivery times for the delivery of mail items, 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 dispatch by the Supplier.
- Standard Delivery (the equivalent of 2nd Class) – delivery of the item within 2-3 days following dispatch by the Supplier.

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

2.3.4. The Supplier shall undertake data cleansing and address management prior to the item being printed to ensure that the address is correct. Examples of data cleansing sources shall include, but not be limited to, the Mail Preference Service (MPS), National Change of Address (NCOA) and the Bereavement Register and shall be defined by the Buyer during the Call-Off Procedure.

2.3.5. The Supplier shall, where an item is found to contain an incorrect address or incomplete address following submission by the Buyer, issue an alert to the Buyer asking for the information to be corrected prior to the item being printed.

2.3.6. The Supplier shall provide an archive service whereby data files are retained, and records used for, for example annual mailing requirements.

2.3.7. The Supplier shall consolidate the Buyer's hybrid mail volumes in order to attract volume related discounts, to ensure the best price per item is being achieved. Where feasible, the Supplier shall also consolidate hybrid mail volumes of public sector organisations in order to leverage combined volume related discounts and ensure the best price per item is being achieved.

2.3.8. The Supplier shall provide a solution that enables the Buyer to consolidate mail items addressed to the same recipient, where appropriate and where required by the Buyer.

2.3.9. The Supplier shall provide workshare / mail sort discounts to Buyers' to ensure that the best value for money and the maximum postal discounts are being achieved. This includes but is not limited to a mechanical sort following production of mail items or a software sort solution. Where feasible, The Supplier shall also consolidate hybrid mail volumes of public sector organisations in order to leverage combined volume related discounts and ensure the maximum postal discounts are being achieved.

2.3.10. The Supplier shall enable the Buyer to set default rules within the Service/solution to deliver efficiencies. These may include but are not limited to:

- Allowing the Buyer to set a default class of mail i.e. choose Standard Delivery (or equivalent) as the default for all mail items, with Premium Delivery mail (or equivalent) becoming an exception which requires prior Approval.
- Allowing the Buyer to set a default to always print in mono (black and white), with colour printing becoming an exception which requires prior Approval.
- Allowing the Buyer to set a default to always print items as duplex, with single side printing becoming an exception which requires prior Approval.

2.3.11. The Supplier shall have the flexibility and scalability to undertake the Buyer's existing printed physical mail output requirements and volumes from day 1, whilst providing ongoing support throughout the Call-Off Contract Period to enable the Buyer to progress towards a more efficient and cost effective process.

2.4. Level 2 – Hybrid Mail including E-Communications (SMS, email communications and web)

2.4.1. The Supplier through a Level 2 hybrid mail solution shall provide additional and alternative options to physical print of mail items, including but not limited to:

- SMS (text messaging) communications
- Email communications
- Secure web-based communications

2.4.2. The Supplier shall comply with the Privacy and Electronic Communications Regulations (PECR) in relation to e-communications Services/solutions.

2.4.3. The Supplier shall ensure that a full audit trail is available to demonstrate the chain of custody for the complete lifecycle of all e-communications.

2.4.4. Where a mail item or e-communication is found to contain errors including, but not limited to, missing fields of information or incorrect address, the Supplier shall issue an alert to the Buyer asking for the information to be corrected prior to being issued to the addressee.

2.4.5. The Supplier shall provide a facility whereby mail items or e-communications go through an approval process within the Buyer organisation prior to processing i.e. prior to print and dispatch for physical mail items or electronic entry/upload and issue for e-communications.

2.4.6. The Supplier shall tailor each hybrid mail service/solution to meet the individual requirements of each Buyer, as defined during the Call-Off Procedure.

2.4.7. The Supplier shall be aware that in providing these additional and alternative Level 2 Services, where required by the Buyer, all mandatory Paragraphs in section 2 of this Annex 7, including the Deliverables for a Level 1 solution, shall apply. The Buyer will define requirements for physical mail items (Level 1) as part of their Level 2 solution during the Call-Off Procedure.

2.5. Software

2.5.1. The Supplier shall be permitted to deliver the required hybrid mail Services and/or solutions to Buyers' through the provision of the following:

- desktop solution and/or supporting software
- web-based solutions and/or supporting software,
- development of a Buyer portal
- via Supplier website interface

2.5.2. The Supplier shall utilise open standards in the delivery of all Call-Off Contracts wherever this is available. This shall include open architecture / open source software, to gain a comprehensive, flexible and innovative Service provision.

2.5.3. The Supplier shall include the associated design development installation and commissioning Services in the provision of software. This shall include the provision of ongoing support and maintenance.

2.5.4. The Supplier shall where the provision of the hybrid mail service and/or solution includes the supply of software:

- ensure that any licence relevant to the use of the software is granted to the Buyer at the time of supply and certainly prior to full go-live of the service/solution;
- work with the Buyer and the Buyer's IT management teams to ensure the proposed software is compatible with any existing hardware and also conforms to the Buyer's IT protocols;
- where necessary, undertake a full site survey and connectivity report prior to formal acceptance of any order, to ensure fitness for purpose;
- ensure that all software is tested with all mission critical applications and proof of concept is provided to the Buyer as a guarantee that the solution and software is fit for purpose, prior to invoicing the Buyer;
- ensure that the software meets level AA of the Web Content Accessibility Guidelines (WCAG) 2.1;
- ensure that all software is capable of being supported and maintained for a minimum of five (5) years from the date of the original licence sale.

2.6. Templates

2.6.1. The Supplier shall provide a design and configuration service for mail item templates, the level of design and configuration shall be defined by the Buyer during the call off procedure

2.6.2. The Supplier shall provide the ability for templates to be amended. This can be either by the Supplier or Buyers

2.7. Off-Site Solutions

- 2.7.1. The Supplier shall be aware that Buyers may not have or wish to use their own internal print rooms and production facilities.
- 2.7.2. The Supplier shall deliver the Services off-site at the Supplier's premises, where defined by the Buyer during the Call-Off Procedure.
- 2.7.3. The Supplier shall be capable of securely routing all data from Buyer departments, satellite offices or, data from nominated third party locations to the Supplier's off-site print and/or production facility where the Supplier shall be responsible for the printing, enveloping and dispatch of mail items, as defined by the Buyer during the Call-Off Procedure.
- 2.7.4. The Supplier shall provide resource to undertake a review of the Buyer's server capacity and capability, at no additional cost to the Buyer. The Supplier shall undertake any such site surveys and connectivity reports prior to formal acceptance of any Order. This shall ensure fitness for purpose with the Buyer's existing IT infrastructure and verify that the Buyer's server capacity is capable of supporting the off-site solution.

2.8. Solution Up Time (Software)

- 2.8.1. The Supplier shall ensure, as a minimum, that 97% up time of the primary functions of software, as detailed in Paragraph 2.5, is achieved, as measured over any two (2) consecutive rolling quarterly periods (e.g. 62 days in a quarter at 7.5 hours per day, the Supplier shall ensure that all primary functions are available and supported for 451 hours out of 465 hours, as a minimum).
- 2.8.2. CCS reserves the right to request a performance report against the up time target at any time throughout the Framework Contract Period.
- 2.8.3. The Supplier shall be aware that Buyers' may also choose to directly monitor up time performance for their individual Call-Off Contract and this will be defined as part of the Buyer's Performance Indicators during the Call-Off Procedure.
- 2.8.4. Where the up time target is not met, the Supplier shall undertake a full Service investigation and shall resolve any issues affecting the operation of the Service at their own expense.
- 2.8.5. Where there are recurring issues with achieving the up time performance target, either for a single Call-Off Contract or multiple Call-Off Contracts, the Supplier shall take a proactive approach and immediately report this to CCS.

2.9. First Time Fixed Rate (Software)

- 2.9.1. The Supplier shall ensure, as a minimum, that the First Time Fix Rate of software, as detailed in Paragraph 2.5, is not lower than 95%, when measured over any two (2) consecutive rolling quarterly periods.
- 2.9.2. CCS reserves the right to request a performance report against the first time fix rate at any time throughout the Framework Contract Period.

- 2.9.3. The Supplier shall be aware that Buyers' may also choose to directly monitor the first time fix rate for their individual Call-Off Contract and this will be defined as part of the Buyer's Performance Indicators during the Call-Off Procedure.
- 2.9.4. The Supplier shall have in place a detailed escalation reporting procedure to ensure corrective steps are activated promptly where they have failed to meet the First Time Fixed Rate of 95%, when measured over any two (2) consecutive rolling quarterly periods.
- 2.9.5. Where there are recurring issues with achieving the first time fix rate, either for a single Call-Off Contract or multiple Call-Off Contracts, the Supplier shall take a proactive approach and immediately report this to CCS.

2.10. Due Diligence

- 2.10.1. The Supplier shall work with the Buyer to undertake a discovery phase and due diligence process to support the Buyer's requirement for a hybrid mail Service and/or solution and facilitate their digital transformation journey.
- 2.10.2. The Supplier shall conduct a discovery and due diligence process prior to implementation of a Call-Off Contract to establish a baseline of costs for the previous methods and processes associated with the delivery of the Services. This shall form the basis of the ongoing relationship and shall also facilitate a comparison to identify the savings achieved through the Call-Off Contract.
- 2.10.3. The Supplier shall ensure that the process for establishing the baseline is agreed with the Buyer in advance.

2.11. Implementation

- 2.11.1. The Supplier shall provide an effective implementation process for Buyers and provide Buyers with the appropriate level of support and guidance.
- 2.11.2. 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.
- 2.11.3. 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.
- 2.11.4. 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.

- 2.11.5. The Supplier shall be aware that Buyers' may require a phased approach to implementation of the service and/or solution during an implementation period.
- 2.11.6. 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.
- 2.11.7. 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.
- 2.11.8. 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.
- 2.11.9. 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.
- 2.11.10. 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.
- 2.11.11. 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).
- 2.11.12. 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.
- 2.11.13. 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.
- 2.11.14. 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.

2.12. Data Security Management

2.12.1. The Supplier shall ensure that their hybrid mail services and/or solutions maximise innovation and technical capabilities to improve the security of Buyer communications. This shall include but not be limited to:

- PIN access to systems or password protection for individual log in
- Time out options
- Secure archiving facility
- Job submission data, including archiving and automatic deletion from system
- Queuing management system
- Job interruption and recovery
- Workflow solutions / job ticket software

2.13. **Usage and Information Reports**

2.13.1. The Supplier shall provide a means of monitoring and tracking usage through the hybrid mail service and/or solution at no additional cost to the Buyer. This will include but not be limited to an online facility where the Buyer can access usage data relating to their specific account, including departmental breakdown of information where this may be relevant to a Buyer organisation.

2.14. **Maintenance and Support**

2.14.1. The Supplier shall provide a comprehensive maintenance and support package to Buyers' to ensure that the hybrid mail service and/or solution operates to an optimal level of performance at all times. This shall be provided at no additional cost to the Buyer.

2.14.2. The Supplier shall provide an online and /or telephone facility as part of the support function to the Buyer.

2.14.3. The Service must include, as a minimum, installation, testing, connection to the network, training, preventive and breakdown maintenance, remote support, network support and firmware (where applicable). This shall be provided at no additional cost to the Buyer and the Supplier Staff carrying out any of these Services must be fully trained.

2.14.4. Supplier Staff must comply with any security criteria defined by the Buyer. This may include, but is not limited to, ensuring that the Supplier Staff hold relevant security check information i.e. Disclosure and Barring Service Checks (DBS).

2.14.5. The Supplier shall ensure that the maintenance and support provided reduces the risk of downtime and ensures business continuity as a result.

2.14.6. The Supplier shall work with the Buyer to agree a time to undertake any maintenance on the service and/or solution to ensure that business critical services are not affected. This may include but not be limited to carrying out the maintenance out of hours or at weekends. The Supplier shall clearly define the costs for extended service hours within Framework Schedule 3 (Framework Prices).

2.15. Training

- 2.15.1. The Supplier shall provide training to the Buyer prior to the service and/or solution go live, to ensure that all relevant Buyer personnel and users know how to access and use the service and/or solution correctly from day 1. The Supplier and the Buyer shall agree who will have access to the training and the location for the training.
- 2.15.2. The Supplier shall provide comprehensive training and ongoing refresher training to ensure all Buyer personnel and users continue to be fully appraised and enable effective usage of the services and/or solution throughout the lifetime of the Call-Off Contract.
- 2.15.3. The Supplier shall ensure they manage and deliver the training and refresher training throughout the lifetime of the Call-Off Contract to support any evolution of the services / solution in the delivery of the Buyer's objectives and the transformation to digital, where required.
- 2.15.4. The Supplier shall deliver focussed training upon the request of the Buyer for groups of users. The Buyer shall organise suitable user groups and this may be topic rather than process or system based training, for example, effective use of E-Communications, as agreed with the Buyer during the Call-Off Procedure.
- 2.15.5. Initial training and ongoing refresher training shall be provided at no additional cost to the Buyer. Any additional focussed training, as detailed in paragraph 2.15.4 may attract a cost and this shall be agreed between the Supplier and the Buyer during the Call-Off Procedure.

2.16. Payment

- 2.16.1. The Supplier shall provide a range of finance and payment options which offer Buyers' flexibility and choice relating to their payment configuration. This shall include but is not limited to, lease and outright purchase options for any software that is required in the delivery of the service and/or solution.

2.17. Supplier User Guides and Operating Manuals

- 2.17.1. 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.
- 2.17.2. 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.
- 2.17.3. 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 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.

2.17.4. The Supplier ensures that user guides and/or operating manuals are written in plain English and are easy to use. A glossary of terms shall be included.

3. MANDATORY REQUIREMENTS – FRAMEWORK MANAGEMENT

3.1. Interaction

- 3.1.1. The Framework Contract shall be managed by CCS, by a combination of reviews of Suppliers performance against the Performance Indicators and via discussions and information sharing on a regular basis between CCS and the Supplier.
- 3.1.2. The form and frequency of such discussions between CCS and the Supplier shall be established during the initial six (6) Months of the Framework Contract Period.
- 3.1.3. This will be subject to review on an ongoing basis to ensure that this remains fit for purpose. It is anticipated that any face to face meetings will be no more than once a month.
- 3.1.4. The form and frequency of contact shall depend on the value and proactivity brought to the Framework Contract by the Supplier. Contact methods will vary and may include, but shall not be limited to:
 - (a) face-to-face meetings;
 - (b) calls,webinars;
 - (c) supplier surgeries; and
 - (d) newsletters.
- 3.1.5. Suppliers are required to be flexible in their approach to accommodate the range of methods available to ensure that the most appropriate and best value approach is adopted throughout the lifetime of the Framework Contract.

3.2. Buyer Access

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

4. MANDATORY REQUIREMENTS – GENERAL

4.1. Supplier Staff

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

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

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

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

4.2. Security

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

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

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

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

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

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

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

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

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

- non-liveried vehicles or alternatively vehicles may require livery so they are easily identifiable;

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

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

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

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

4.3. Supplier Staff Income Standards

4.3.1. The Supplier shall ensure that all Supplier Staff employed in the delivery of Goods and/or Services under this Framework Contract receive a wage and benefits that meets, as a minimum, the national legal standards in the country of employment.

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

4.4. Subcontractors

4.4.1. The Supplier shall be the primary point of contact for all Key Subcontractors and/or Subcontractors and shall therefore be responsible for managing, controlling and maintaining all relationships throughout the lifetime of each Contract.

4.4.2. Where Subcontractors and/or approved Key Subcontractors are used in the provision of the Goods and/or Services, the Supplier must continue to manage, control and maintain all Buyer facing activities, including but not limited to, all Call-Off contract management activities and invoicing to Buyers.

4.5. Data Security

4.5.1. The Supplier shall comply with Framework Schedule 10 (ISO 27001 or equivalent) to ensure that they and any Key Subcontractor engaged by the Supplier to deliver the Goods and/or Services are compliant with and operate to the ISO 27001 Information Security Management standards or equivalent.

4.5.2. The Supplier shall ensure that Buyers' information and data is secured in a manner that complies with the Government Security Classification Policy rating of OFFICIAL. The Supplier shall ensure that the Government Security Classification Policy rating is also applied when information and data is

transmitted across all applicable networks and/or in line with the Buyers' requirements.

4.5.3. The Supplier shall, where required, have the capability to employ encryption to information / data which shall be sent across a network or extracted by electronic means. The Supplier shall ensure that the level of encryption complies in full with the Government Security Classification Policy rating of OFFICIAL and/or in line with the Buyers' requirements.

4.5.4. The Supplier shall comply with the requirements of the Buyer and where relevant, the Security Policy and procedures, to ensure that they have in place and operate to the required level of data security and are able to comply with relevant security systems and/or networks. Any such requirements will be defined by the Buyer during the Call-Off Procedure and may include, but are not limited to:

- ISO 15408 Common Criteria for Information Technology Security Evaluation
- N3 (the national broadband network for the English National Health Service (NHS)) to be superseded by HSCN (Health and Social Care Network)
- Code of Connection (CoCo) Compliance
- Government Connection Secure Extranet (GCSX)
- Public Services Network (PSN) Compliance
- Citrix Secure Gateway
- Level 2 Information Governance to be superseded by DSP (Data Security and Protection) Toolkit

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

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

4.6. Processing Data

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

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

4.7. Quality Management

4.7.1. The Supplier shall ensure that they and any Key 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.

4.8. 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 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. Regulatory Requirements

- 4.12.1. Where applicable to the supply of Goods and/or Services under this Framework Contract, the Supplier shall ensure that it complies with the regulatory requirements and conditions imposed by the Regulator. Further details can be found via the link below:

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. Economy Delivery Timescales

- 5.1.1. The Supplier shall provide an economy delivery Service to Buyers' who do not require their mail items to be delivered in the timescales defined within the premium or standard delivery Service.
- 5.1.2. Economy delivery shall be the delivery of the mail item within 5-7 days following dispatch by the Supplier.

5.2. Payment – Additional (Alternative) Options

- 5.2.1. The Supplier shall provide a range of finance and payment options which offer Buyers' flexibility and choice relating to their payment configuration;

5.3. Software Subscription Fee Payment Option

- 5.3.1. The Subscription fee payment shall be an all-inclusive payment and shall include as a minimum initial set up costs for the provision of the Service (including but not limited to software supply, installation and testing,) software licencing, and associated support and maintenance.
- 5.3.2. The Supplier shall specify if the subscription fee also includes any production (either a paper/physical mail item or digital communications).
- 5.3.3. The Subscription fee payment frequency (Monthly/ quarterly / yearly) shall be determined during the Call – Off Procedure.

5.4. Software Per Click Payment Option

- 5.4.1. The per click payment shall be an all – inclusive cost per click payment or 'pay as you go' solution and shall include as a minimum initial set up costs for the provision of the Service (including but not limited to software supply, installation and testing) software licencing, and associated support and maintenance.
- 5.4.2. The per click payment shall reflect the actual usage of the customer.
- 5.4.3. The Supplier shall specify if the per click fee also includes any production, (either a paper/physical mail item or digital communications).

5.5. Hybrid Mail (Level 2 paper options)

- 5.5.1. Default to paper option
 - 5.5.1.1. Through a default to paper option, the Supplier shall be able to provide a service whereby if an e-communication is not delivered, or remains unopened or unread by the recipient, a paper/physical mail item can be issued to the addressee. The timescales shall be determined by the Buyer during the Call – Off Procedure.

5.6. Undelivered Mail Items and E-Communications

- 5.6.1. The Supplier shall have a robust process for dealing with physical mail items and e-communications which have not been delivered successfully.
- 5.6.2. If a mail item is processed and then returned to the mail system as 'return to sender' or any other reason, then the Supplier shall endeavour to provide the Buyer with as much information as possible as to why the item has been returned.
- 5.6.3. If an e-communication is processed and then returned as 'undeliverable' or any other reason, then the Supplier shall endeavour to provide the Buyer with

as much information as possible as to why the e-communication has been returned and failed to deliver.

- 5.6.4. The Supplier shall not charge the Buyer additional costs for handling and processing of mail items and e-communications which are returned and undelivered.
- 5.6.5. The Supplier shall not destroy or dispose of an undelivered mail item or e-communication under any circumstances, unless the Buyer has provided prior Approval to do so.
- 5.6.6. The Supplier shall clearly define the costs for secure destruction / disposal of undelivered items and e-communications within Framework Schedule 3 (Framework Prices).

5.7. Level 3 - Omni – Channel E2E Hybrid Mail, including inbound communication

- 5.7.1. Through a Level 3 hybrid mail solution, the Supplier shall be able to offer Buyers an enhanced level of Service/solution which shall include but not be limited to:
- End to End hybrid mail which shall include options for inbound communications.
 - Data management solutions. This may include but is not limited to, linking and consolidating both outbound and inbound documents and communications for a specific recipient or end-user of the Buyer.
 - e-billing and invoicing solutions.
 - Buyer Communication Management and Enterprise Content Management solutions.
 - Electronic Document Management including archiving, indexing, retrieval.
 - Buyer self-serve platform providing access to the latest technologies to support document and communication composition. This may include but is not limited to, automated advice provided to the Buyer's personnel whilst developing templates for documents and communications.
 - Analysis services and solutions. This may include but is not limited to, measuring 'hit rates', open rates and response rates for communications, including provision of demographics data for responses.
 - Interactive services and/or solutions to aid and improve outbound and inbound communications. This may include but is not limited to, provision of applications/facilities which provide the Buyer's end users' with electronic guidance or instructions throughout the body of a digital document or communication.
- 5.7.2. Through an enhanced Level 3 solution, the Supplier shall support the Buyer to maximise and implement appropriate innovation and technologies to improve their communications and how they are dispatched, and also enhance the Buyer's end users' experience.

- 5.7.3. The Supplier shall be aware that in providing these enhanced Level 3 Services, where required by the Buyer, all mandatory clauses in section 3 of this Annex 7 shall apply. The Buyer will define requirements for physical mail items (Level 1) and/or e-communications (Level 2) as part of their Level 3 solution during the Call-Off Procedure.

5.8. On-Site Solutions

- 5.8.1. The Supplier shall be aware that Buyers may have their own internal print rooms and production facilities.
- 5.8.2. The Supplier shall be capable of securely routing all data from Buyer departments, satellite offices or, data from nominated third party locations to the internal print room and/or production facility.
- 5.8.3. The Supplier shall be required to utilise the existing print room equipment that may be owned or leased by the Buyer. This may include but is not limited to:
- Envelope inserters
 - Print equipment
 - Address printers
 - Letter sealers
- 5.8.4. This is not an exhaustive list and the Buyer will define their exact requirement during the Call-Off Procedure.
- 5.8.5. The Supplier shall provide resource to undertake fact-finding/site reviews at individual Buyer Sites at no additional cost to the Buyer. Any such reviews and due diligence shall be undertaken by the Supplier to validate and build an understanding of the Buyer's existing equipment, networks, principal flows and page/mail output, using vendor neutral analysis, to ensure that the proposed solution is compatible with the Buyer's existing infrastructure and equipment.