

ANNEX 1 – Postal Goods, Services and Solutions (RM6017)

LOT 1 – LOW TO MEDIUM VOLUME FRANKING MACHINES AND ASSOCIATED CONSUMABLES

1. SCOPE

- 1.1. The Supplier shall provide cost effective, flexible, high quality and value for money Deliverables (Goods and Services) capable of providing a broad range of Buyers with their requirement.
- 1.2. The Supplier shall provide low to medium volume capacity franking machines, (including weighing scales) capable of processing up to 200 items of mail per day including maintenance services, service wrap provisions and consumables pertaining to the operation of the Equipment and ensuring it is kept in good working order.
- 1.3. The core requirements of this Lot 1 shall include but shall not be limited to:
 - Low to medium volume franking machines, all with Local Area Network (LAN) (or equivalent) connectivity and able to be self-installed by Buyers'
 - Franking machines that offer up to date mail tariffs and discounts
 - Weighing scales capacity of 2.5kg plus options to upgrade weight capacity of franking machines
 - Consumables (ink cartridges (mono and colour) and labels
 - Two (2) finance options
 - Range of fixed term operating leases
 - Outright purchase of the Goods and/or Services
 - Help Desk Support
 - Maintenance services
 - Service wrap options, including annual inspections (as a minimum)

2. MANDATORY REQUIREMENTS –GOODS AND SERVICES

- 2.1. The Supplier shall have the flexibility and scalability to provide the Goods and Services to a wide range of public sector organisations throughout the UK as set out in the table below:

England
Wales
Northern Ireland
Scotland

2.2. Equipment (franking machines and weighing scales) and Consumables

- 2.2.1. The Supplier shall provide a range of low to medium volume franking machines which shall include as standard, a weighing scale.
- 2.2.2. The Supplier shall specify the maximum weighing capacity of the scale that is supplied as standard however, this should be capable of weighing items up to 2.5kg to ensure the Buyer can select the most accurate price per item for their mail output.
- 2.2.3. The Supplier shall provide weighing scales upgrade options where necessary, which will enable Buyers' to configure or tailor a franking machine where the Buyer has a requirement to send out items which

exceed the 2.5kg standard as outlined within Framework Schedule 3 (Framework Prices).

- 2.2.4. The Supplier shall provide the Buyer with consumables to support the day to day operation of the franking machine. This shall be limited to ink cartridges (mono and colour) and labels.
- 2.2.5. The Supplier shall ensure that all parts, consumables and weighing scales are available for each franking machine at least five (5) years after manufacture of the franking machine ceases.
- 2.2.6. The Supplier shall ensure that all franking machines are capable of alerting Buyers' of their functional status. This shall include alerts for low consumable levels including ink, low meter credit balance, engineer required and any other fault that may result in loss of machine functionality. Alerts shall be clearly visible on the machine control panel / screen.
- 2.2.7. The Supplier shall ensure that all networked digital Equipment is compliant with the networked security requirements specified by Buyers' during the Call-Off Procedure.
- 2.2.8. The Supplier shall ensure that all Equipment, parts and consumables supplied to the Buyer under this Framework Contract shall meet all current UK and EU legislation, , including but not limited to BS 8887 Design for manufacture, assembly, disassembly and end-of-life (MADE) or equivalent.

2.3. Mail Tariff and Meter Reset

- 2.3.1. The Supplier shall ensure that the franking machine supplied is capable of offering the most up to date mail tariff and associated mail discounts to ensure that the Buyer is achieving the best value for money.
- 2.3.2. The Supplier shall ensure that the franking machine provided can be updated with any new mail tariff updates/software, updates remotely, via a Local Area Network or equivalent connectivity.
- 2.3.3. The Supplier shall provide the Buyer with a means of being able to top up their franking machine meter with credit. This facility shall be available 24/7 to meet the needs and working patterns of the Buyer. The top up facility may also be referred to as a 'meter reset' but still refers to application of credit on to the franking machine meter.
- 2.3.4. The Supplier shall not charge Buyers' for the top up/meter reset facility.
- 2.3.5. The franking machines supplied under this Lot must have secure access to protect the credit loaded onto Buyers' accounts from misuse including, but not limited to, PIN Security Access.

2.4. Finance Options

- 2.4.1. The Supplier shall provide Buyers with two (2) finance options,
 - A range of operating leases and;
 - Outright purchase.
- 2.4.2. The Supplier shall ensure that ownership of Equipment will not transfer to Buyers' undertaking financial transactions, unless they choose to purchase outright.

2.5. Operating Leases

- 2.5.1. The Supplier shall provide Buyers' with the option to finance the cost of Equipment through a range of operating lease options and the maximum Call-Off Initial Period (primary Lease Period) shall be six (6) years.
- 2.5.2. The Supplier shall ensure that all operating lease agreements are compliant with International Financial Reporting Standard 16 (IFRS 16) and any other applicable or superseding standards.
- 2.5.3. The Supplier shall be the Lessor in all cases and the Buyer shall be the Lessee.
- 2.5.4. The Supplier shall provide a range of operating lease options for durations of 2, 3, 4, 5, and 6 years. The Lease Period shall be specified by Buyers' during the Call-Off Procedure and in accordance with the Call-Off Contract which shall incorporate Call-Off Schedule 22 (Lease Terms).
- 2.5.5. The Supplier shall not be permitted to use any other form of lease agreement other than the Call-Off Contract which shall incorporate Call-Off Schedule 22 (Lease Terms).
- 2.5.6. The Supplier shall not be permitted to amend or alter Call-Off Schedule 22 (Lease Terms)
- 2.5.7. The Supplier shall ensure that all Call-Off Contracts for leased Equipment are Tax Fixed.
- 2.5.8. The Supplier shall ensure that residual values for Equipment leased over a Call-Off Initial Period (primary Lease Period) will be as follows:
 - 40% for 2 year leases;
 - 30% for 3 year leases;
 - 25% for 4 year leases;
 - 20% for 5 year leases;
 - 15% for 6 year leases.
- 2.5.9. The Supplier shall make available the option for Buyers' to enter into a Call-Off Optional Extension Period (secondary Lease Period) as specified by Buyers' during the Call-Off Procedure and for a period not to exceed the period(s) detailed in paragraph 2.5.10.
- 2.5.10. The Supplier shall ensure that any secondary Lease Period will not extend Buyers' total Lease Period beyond six (6) years from the Call-Off Start Date i.e. commencement of the primary Lease Period to the expiry of the secondary Lease Period.
- 2.5.11. The Supplier shall ensure that the residual value of the Equipment shall be no less than the requirements specified in paragraph 2.5.8 for the relevant Lease Period.
- 2.5.12. The Supplier shall ensure that any new lease finance required due to additions to a franking machine after installation, shall be co-terminus with the original Lease Period.
- 2.5.13. The Supplier shall provide lease finance options based on payments by Buyers' three (3) Months (quarterly) in advance as outlined in Framework Schedule 3 (Framework Prices).
- 2.5.14. The Supplier shall be aware that some Buyers' may require lease payments to be in arrears. The Supplier shall not charge a premium for

lease payments made in arrears and any such requirement shall be specified by the Buyer during the Call-Off Procedure.

- 2.5.15. The Supplier shall provide a comprehensive post Order maintenance service and basic service wrap as standard, throughout any Lease Period, to ensure that the Equipment is maintained and in good working order.

2.6. Expiry of Lease Agreements

- 2.6.1. The Supplier acknowledges and agrees that Buyers' shall not be required to provide notice for termination on expiry of primary and/or secondary Lease Periods
- 2.6.2. The Supplier shall provide Buyers' with six (6) Months written notice in advance of the expiry of each lease agreement.
- 2.6.3. The Supplier shall ensure that lease agreements terminate automatically at the end of the primary Lease Period unless the Buyer explicitly states in advance and in writing that it wishes to enter into a secondary Lease Period.
- 2.6.4. The Supplier shall ensure that all lease agreement Charges shall cease on the Call-Off Expiry Date.
- 2.6.5. The Supplier shall remove all Equipment within ten (10) days of the expiry date subject to removal of other sensitive data, as agreed with Buyers'.
- 2.6.6. The Supplier shall be responsible for the removal of Equipment at the end of the Lease Period and shall comply with the current Waste Electrical and Electronic Equipment (WEEE) Directive.
- 2.6.7. The Supplier shall ensure that the removal of Equipment will be at no additional cost to Buyers'.

2.7. Settlement and Flexibility

- 2.7.1. The Supplier shall ensure where a settlement fee is payable due to the Buyers early termination of a Call-Off Contract for leased Equipment this will be in accordance with the provisions set out within Call-Off Schedule 22 (Lease Terms).
- 2.7.2. The Supplier shall be expected to apply a discount of at least 5% to an early settlement fee that may be chargeable to the Buyer as set out within the provisions of Call-Off Schedule 22 (Lease Terms). The early settlement fee may also be referred to as a 'redemption charge' (or similar) but still refers to charges payable due to early termination of the lease for a piece of Equipment.
- 2.7.3. The Supplier shall ensure that no administration or collection charges are applied to any settlement fee which may be relevant to early termination of a Call - Off Contract for Equipment.
- 2.7.4. The Supplier shall be aware that Buyers' may have a requirement to upgrade or downgrade Equipment supplied under this Lot where the franking machine no longer matches the required output volume or specification due to a change in circumstances and a more suitable franking machine is required. In these circumstances the Buyer reserves the right to upgrade or downgrade the Equipment within the Suppliers accepted range under this Lot at any time, without incurring any early settlement fee penalty on the original Equipment. CCS does not intend

that this is an open-ended commitment for the Supplier and should only be used by Buyers' on specific occasions.

2.7.5. CCS expects flexibility from the Supplier in the management of the Buyers' Goods and Services and shall not charge an early settlement fee Sum, where the Goods are redundant due to a Buyer reorganisation, merger or closure and, where all reasonable efforts have been made to re-site the Goods within the Buyer's organisation.

2.7.6. Where it becomes apparent that a piece of Equipment supplied to a Buyer under this Lot will become redundant, the Supplier shall explore opportunities to move this Equipment to another public sector organisation where the Equipment is fit-for-purpose and where clear efficiencies can be illustrated to both the 'existing' and 'new' Buyers' in doing this.

2.8. Outright Purchase

2.8.1. The Supplier shall enable Buyers' to purchase Equipment outright.

2.8.2. The Supplier shall offer a post Order maintenance service as out in paragraph 2.12 for any Equipment purchased outright by Buyers and this shall be for a minimum period of one (1) year and a maximum period of six (6) years for new Equipment and five (5) years for remanufactured Equipment. As outlined in Framework Schedule 3 (Framework Prices), and as defined by the Buyer during the Call-Off Procedure.

2.9. Help Desk Support

2.9.1. The Supplier shall provide pre and post Order help desk support during core operational hours between the hours of 09:00 to 17:00 Monday to Friday, excluding public holidays in England and Wales.

2.9.2. The Supplier shall ensure that Supplier Staff carrying out any of these Services are appropriately trained to the manufacturer's specification to ensure the provision of effective support and facilitate effective usage of the Equipment by Buyers'.

2.10. Pre Order Support:

2.10.1. The Supplier shall provide support, via a help desk facility or face to face consultation to verify that the Equipment will fully meet the needs of the Buyer. This shall be provided at no additional cost to Buyers' prior to any Order being finalised. CCS does not intend that this is an open-ended commitment for the Supplier and should only be used by Buyers' on specific occasions.

2.11. Post Order Support:

2.11.1. The Supplier shall provide the following post Order support at no additional cost to Buyers', which includes but is not limited to:

- log support calls/messages with a help desk via phone or email;
- telephone/email maintenance support for all Equipment;
- remote support via the network where this is specified, authorised and facilitated by Buyers';
- progress reports on service calls / problem fixes to Buyers' via the Supplier's help desk.

2.11.2. The Supplier shall provide post Order guidance to Buyers' at no additional cost to support effective usage of the Equipment, as follows:

- how to operate the Equipment;
- how to top up credit on the franking machine;
- how to order consumables;
- if unreasonable down time is occurring for any franking machine.

2.12. Maintenance Services

2.12.1. The Supplier shall provide a comprehensive post Order maintenance service as standard for leased Equipment and where specified by Buyers during the Call Off Procedure for Outright Purchased Equipment, to ensure that the Equipment supplied is maintained and in good working order.

2.12.2. The Supplier shall provide post Order maintenance services during core operational hours between the hours of 09:00 to 17:00 Monday to Friday, excluding public holidays in England and Wales.

2.12.3. The Supplier shall ensure that the post Order maintenance services provided to Buyers' shall minimise the risk of downtime, and ensure full and continuous operations for the Buyer.

2.12.4. The Supplier shall ensure that the post Order maintenance service shall include testing, connection to the network, preventive and breakdown maintenance, maintenance for free of charge software, remote support, network support and firmware. This shall be provided at no additional cost to the Buyer.

2.12.5. The Supplier shall ensure that the post Order maintenance service shall also include the provision of associated parts and labour. This shall be provided at no additional cost to the Buyer

2.12.6. The Supplier shall ensure that all replacement parts fitted to franking machines shall be new Original Equipment Manufacturer (OEM) parts.

2.12.7. The Supplier shall ensure that Supplier Staff carrying out any of these Services are fully trained to the manufacturer's specification to ensure that an effective maintenance service is provided to Buyers'.

2.12.8. The Supplier shall be required to collect/remove and dispose of all redundant or replaced parts associated with the maintenance of the Equipment supplied under this Framework Contract in accordance with the WEEE Directive. The Buyer's own facilities shall not be used unless prior approval has been provided.

2.13. Service Wraps

2.13.1. The Supplier shall have the ability to provide service wraps. The core objective of these service wraps is to ensure that the Equipment is capable of offering the most up to date mail tariff and associated mail discounts at all times to ensure that Buyers' are achieving the best value for money. The Buyer shall specify the required service wrap during the Call-Off Procedure.

2.13.2. The Supplier shall provide a standard basic service wrap for all leased Equipment within the scope of this Lot, at no additional cost, and this shall include the following:

- Annual Inspection
- All Royal Mail and Parcelforce rate updates (where required and where appropriate to the Equipment supplied)
- Engineer Call-Out/Remote Support within 3-5 Working Days of fault logging

2.13.3. The Supplier shall ensure that a basic service wrap is provided to Buyers' where Equipment is purchased outright and maintenance services are also specified by the Buyer during the Call-Off Procedure, as set out in paragraph 2.13.4 and outlined in Framework Schedule 3 (Framework Prices).

2.13.4. The Supplier shall provide upgraded service wrap options for leased Equipment, and where Equipment is purchased outright and maintenance services are also specified by Buyers' during the Call-Off procedure. The Supplier shall clearly define costs for these upgrade options within Framework Schedule 3 (Framework Prices).

2.13.5. The Supplier shall have the ability to provide upgraded service wraps based on 'next day cover' or 'same day cover' and these shall include the following:

Next day cover:

- Annual Inspection
- All Royal Mail and Parcelforce rate updates (where required and where appropriate to the Equipment supplied)
- Next Day Engineer Call-Out/Remote Support

Same day cover:

- Annual Inspection
- All Royal Mail and Parcelforce rate updates (where required and where appropriate to the Equipment supplied)
- Same Day Engineer Call-Out/Remote Support

2.14. Up Time

2.14.1. The Supplier shall ensure, as a minimum, that 97% Up Time 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).

2.14.2. The Supplier shall provide Buyers' with an automatic replacement franking machine without cost, on a like for like basis under the same terms and Call Off Expiry Date, where a fault cannot be rectified or any one or more of the following conditions apply:

- a franking machine has had a maximum of four (4) service calls for the same fault which results in the franking machine not being able to frank mail items in any one quarter;
- a franking machine has not achieved the expected Up Time in two (2) consecutive rolling quarterly periods.

2.14.3. The Supplier shall provide a loan franking machine, on a like for like basis, where the franking machine has been down and unable to operate

for a continuous period of three (3) days. The loan machine shall remain in place until the original machine is returned and fully operational.

- 2.14.4. The Supplier shall ensure that all Equipment supplied through this Framework Contract, which is not fit for purpose as set out in paragraph 2.14.2 shall be replaced with an identical, satisfactory piece of Equipment as approved by the Buyer. The Supplier shall provide replacement Equipment within five (5) Working Days of notification from the Buyer.

2.15. First Time Fixed Rate

- 2.15.1. The Supplier shall ensure, as a minimum, that the First Time Fix Rate is not lower than 95%, when measured over any two (2) consecutive rolling quarterly periods.
- 2.15.2. The Supplier shall have in place a detailed escalation and 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.

2.16. Infection Control

- 2.16.1. The Supplier shall supply franking machines which allow control panels to be regularly wiped down by Buyers' users, either with a damp cloth in order to remove physical debris and/or with detergent wipes for the cleansing of areas such as key pads.
- 2.16.2. The Supplier shall provide Buyers' with instructions about cleaning procedures in order to ensure a clean working environment can be maintained at all times. The Supplier shall ensure that control of infection shall be of paramount importance where Equipment is deployed into clinical areas.

2.17. Order and Delivery

- 2.17.1. The Supplier shall ensure that no minimum order value will be levied against Orders.
- 2.17.2. The Supplier shall ensure that Equipment and consumables are clearly addressed to the relevant individual, department and delivery address as per the Buyer Order. If the Supplier is in any doubt about the information supplied by the Buyer, then the Supplier shall contact the Buyer to clarify the details prior to the dispatch of the Equipment or consumables to reduce the risk of delivery to an incorrect address.
- 2.17.3. The Supplier shall ensure that the Equipment suitably allows the Buyer to self-install the Equipment.
- 2.17.4. The Supplier may on rare occasions, be required, upon request from the Buyer, to install and connect Equipment to the Buyer's network and ensure the Equipment is fully functional on delivery to the point of use. CCS does not intend that this is an open-ended commitment for the Supplier and should only be used by Buyers' on specific occasions.
- 2.17.5. The Supplier shall ensure that all Equipment is provided price inclusive of all necessary cables and connectors required for normal operation of the Equipment.
- 2.17.6. The Supplier shall ensure that all Equipment is supplied with a standard UK power connection.

- 2.17.7. The Supplier shall ensure that all Equipment is supplied with the manufacturer's instructions written in plain English which clearly illustrate the set-up process that a Buyer will need to follow to set up the franking machine and configure this for usage.
- 2.17.8. The Supplier shall ensure that all Equipment is delivered within twenty one (21) calendar days of receipt and acceptance of an Order from Buyers' at no additional cost, unless Buyers' specify a later date. In the event of any delay in the lead time, the Supplier shall immediately notify the Buyer, specifying reasons for the delay and the revised delivery date. Where issues cannot be resolved to the satisfaction of the Buyer in the first instance or where there are recurring issues with delivery lead times, the Supplier shall immediately report this to CCS.
- 2.17.9. The Supplier shall ensure that delivery times are flexible to avoid any disruption to Buyers' during core operational hours (e.g. schools). Buyers' reserve the right to specify delivery times to be agreed with the Supplier in advance.
- 2.17.10. The Supplier shall ensure that all consumables, i.e. ink cartridges and labels are delivered within three (3) Working Days of receipt and acceptance of an Order from Buyers' at no additional cost, unless Buyers' specify a later date.
- 2.17.11. The Supplier shall ensure that Delivery Advice Notes are supplied to Buyers' upon delivery of all Equipment and consumables.

2.18. Insurance

- 2.18.1. The Supplier shall provide insurance against loss, damage, theft and destruction of Equipment only where requested by the Buyer during the Call-Off Procedure.
- 2.18.2. The Supplier shall clearly define costs for insurance within Framework Schedule 3 (Framework Prices) however, for the avoidance of doubt the Buyer will decide at the time of placing an Order whether they want to include Supplier insurance within the Order.

2.19. Warranty

- 2.19.1. The Supplier shall provide a twelve (12) Month warranty for all Equipment supplied under this Lot. For the avoidance of doubt the warranty does not apply to consumables purchased to support operation of the Equipment. The initial twelve (12) Months warranty must be provided at no additional cost.
- 2.19.2. The Supplier shall provide an extended warranty for Equipment where requested by Buyers during the Call-Off Procedure as outlined in Framework Schedule 3 (Framework Prices).
- 2.19.3. The Supplier shall repair or replace any of the Equipment with a defect or default within the warranty period. The warranty shall provide protection against manufacturing faults as a minimum.
- 2.19.4. The Supplier shall provide telephone and email based first line response for warranty cover.
- 2.19.5. The Supplier shall provide a like for like or better replacement piece of Equipment to the Buyer where a defect or default occurs on the Equipment and the defect or default cannot be rectified.

2.19.6. The Supplier shall ensure that no restriction is placed on the warranty in relation to the use of third party consumables, except in cases where it has been proven beyond reasonable doubt that damage to the Equipment has been caused by said consumable.

2.19.7. The Supplier shall be aware that Buyers' must acknowledge that parts and Equipment will not be covered by a warranty if damage occurs as a result of genuine wear and tear.

2.20. Supplier User Guides and Operating Manuals

2.20.1. 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.

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

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

- User obligations in relation to the performance and operation of the Deliverables, including but not limited to:
 - Terms and conditions of carriage
 - Presentation of output
 - Addressing standards
 - Packaging requirements
 - Forecasting requirements
- Supplier obligations in relation to the performance and operation of the Deliverables.
- Helpdesk or other contact information to ensure the Buyer has a point of contact in the event of any queries or issues.

2.20.4. 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.

2.21. Re- siting of Franking Machines

2.21.1. The Supplier shall be aware that Buyers' may be undergoing an estates rationalisation programme to reduce the number of office locations. As a result of such a programme, a Buyer may have the need to relocate the Equipment.

2.21.2. The Supplier shall ensure that they provide flexibility to Buyers when Equipment needs to be relocated.

2.21.3. Where the Equipment needs to be re-sited within the existing location (i.e. the same building with the same address and postcode) this may be conducted by the Buyer and the Supplier shall require thirty (30) days prior written notice.

- 2.21.4. The Supplier shall agree any additional charges in advance with Buyers where the Equipment needs to be re-sited in a different building or the Buyer requires the Supplier to re-site the Equipment, including charges for any special access requirements that may apply.
- 2.21.5. The Supplier shall take all reasonable measures to keep any charges for re-siting of Equipment to an absolute minimum. The Supplier shall ensure that any chargeable re-siting of Equipment will be invoiced to Buyers' at cost with no additional margin added by the Supplier.

3. MANDATORY REQUIREMENTS – FRAMEWORK MANAGEMENT

3.1. Marketing and Communication

- 3.1.1. The Supplier shall engage effectively with CCS to positively promote the Framework Contract from launch date and throughout the lifetime of the Framework Contract.
- 3.1.2. The Supplier shall pro-actively work with CCS to establish and manage a Marketing and Communications Plan specifically for this Lot 1. This plan will detail all marketing activities including, but not limited to, producing case studies, running or attending events, direct mail campaigns, and digital campaigns.
- 3.1.3. The Supplier shall endeavour to positively and successfully market and manage promotion of the Framework Contract in order to raise awareness and encourage uptake of the Framework Contract by public sector organisations.
- 3.1.4. The Supplier shall ensure that all Supplier Staff (including any new Supplier Staff) used in the provision of Deliverables under this Framework Contract are trained and monitored effectively to ensure they fully understand the Framework Contract including the associated savings and benefits to be achieved and focus on these when interacting with Buyers' through all marketing activities.
- 3.1.5. The Supplier shall ensure that the emphasis of all marketing effort relating to the Framework Contract must focus on savings and benefits to be achieved through the Framework Contract via mail output management, cost savings and/or operational efficiencies, for example, rather than benefits of the Supplier's own goods and services as an end in themselves.
- 3.1.6. The Supplier shall ensure that any documents can be provided in a variety of formats upon request by CCS and Buyers, to ensure they are accessible to all. This requirement shall include, but not be limited to, large print or a bi-lingual format.
- 3.1.7. The Supplier shall provide data and images to CCS and/or Buyers' for the purposes of creating and maintaining electronic and other catalogues upon request.
- 3.1.8. The Supplier shall produce case studies of Buyers' who have contracted through the Framework Contract to highlight the savings and benefits achieved through this Lot 1. The Supplier shall gain approval from Buyers' prior to any release or publication.
- 3.1.9. The Supplier shall highlight Social Value, sustainability and environmental advantages and issues as part of any marketing material

and specifically wherever it promotes awareness of and improvement in any of these areas.

- 3.1.10. The Supplier shall ensure that all marketing materials and communications which make reference to the Framework Contract, including case studies, are approved by CCS prior to any release or publication.

3.2. Performance Management

- 3.2.1. The Supplier shall ensure that all Supplier Staff (including any new Supplier Staff) used in the provision of Deliverables under this Framework Contract are trained and monitored effectively to ensure they are fully conversant with the Goods and Services and all contractual ordering procedures applicable to this Framework Contract. The supplier shall ensure that Supplier Staff communicate this effectively to Buyers' to enhance compliant usage and assist in maximising uptake of the Framework Contract by public sector organisations to support the reduction of off-framework spend.

- 3.2.2. The Supplier shall provide a Dashboard Report to cover a period of time to be specified by CCS, on a quarterly, bi-annual and annual basis. The Dashboard Report shall provide information on the following as a minimum, unless otherwise specified by CCS:

- total number of franking machines supplied per Month;
- total number of Buyer Call-Offs per Month, including but not limited to, franking machine (purchase cost/lease cost), maintenance services (where applicable) and service wrap upgrades;
- quarterly sales value per Buyer sector;
- Machines in Field (MIF) – Number of franking machines deployed;
- future opportunity pipeline specific to this Lot 1;
- marketing and communications summary specific to this Lot 1.

- 3.2.3. The Supplier shall work with CCS or Buyers' to review and update the range of Equipment to ensure that Lot 1 remains compliant with Buyers requirements.

3.3. Management Information ("MI")

- 3.3.1. The Supplier shall ensure that specific MI requirements of CCS continue to be met throughout the duration of the Contract. The Supplier shall work co-operatively with CCS to meet these developing MI requirements at no additional cost.

3.4. Interaction

- 3.4.1. 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.

- 3.4.2. 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.
- 3.4.3. 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.
- 3.4.4. 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.
- 3.4.5. 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.

3.5. Buyer Access

- 3.5.1. 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.

3.6. New and Replaced / Superseded Equipment Introduction Procedure

- 3.6.1. The Supplier shall be permitted to introduce new Equipment to the Framework Contract throughout the Framework Contract Period, to ensure the offering remains up to date with the latest technologies and innovations.
- 3.6.2. The Supplier shall follow the new and replacement Equipment introduction procedures as set out in paragraphs 3.7 and 3.8, for each proposed Equipment introduction and in accordance with Clause 24 (Changing the Contract) of the Framework Contract Core Terms and Joint Schedule 2 (Variation Form).

3.7. Procedure for Introducing New Equipment

- 3.7.1. The Supplier shall not promote or sell any new Equipment to Buyers' through the Framework Contract without prior written authorisation from CCS.
- 3.7.2. The Supplier shall have the opportunity to submit all new Equipment requests to CCS on an annual basis on the anniversary of the Framework Contract via an updated catalogue.
- 3.7.3. The Supplier shall ensure that all proposed new Equipment offers tangible benefits and increased value to justify the addition to the catalogue, prior to requesting the addition of any new Equipment.
- 3.7.4. The Supplier shall provide information for each new Equipment request, on the following criteria:

- price;
- technical specification of the Equipment;
- environmental performance of the Equipment;
- standards and security conformance of the Equipment;
- total cost of ownership of the Equipment.

3.7.5. The Supplier shall not increase costs through the introduction of any new Equipment.

3.8. Procedure for Introducing Replaced / Superseded Equipment

3.8.1. The Supplier shall be responsible and accountable for managing the replacement of existing catalogue Equipment that is superseded throughout the Framework Contract Period.

3.8.2. The Supplier shall ensure that all replacement Equipment is of equivalent or improved specification and environmental performance relative to the original/existing authorised catalogue Equipment being superseded.

3.8.3. The Supplier shall notify CCS of all changes relating to replacement or superseded Equipment via an updated catalogue at the earliest opportunity and not less than twenty one (21) calendar days prior to intended publication to Buyers'.

3.8.4. CCS reserves the right to audit up to 100% of replacement/superseded Equipment on an annual basis to ensure that these have been introduced on a like for like basis against the required criteria. The Supplier shall provide information on the following criteria, when requested by CCS:

- price;
- technical specification of the Equipment;
- environmental performance of the Equipment;
- standards and security conformance of the Equipment;
- total cost of ownership of the Equipment.

3.8.5. The Supplier shall not increase costs through the introduction of any replacement or superseded Equipment.

4. MANDATORY REQUIREMENTS GENERAL

4.1. Supplier Staff

4.1.1. The Supplier shall ensure that all Supplier Staff possess the qualifications, experience and competence appropriate to the tasks for which they are employed.

4.1.2. The Supplier shall ensure that all Supplier Staff delivering and maintaining the Goods are fully trained for the work they are undertaking and have direct access to the manufacturer's current technical manuals and support services.

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

4.1.4. The Supplier shall ensure that all Supplier Staff supplying the Services of this Annex 1 to Framework Schedule 1 (Specification) and any Call-Off Contracts shall act in a responsible and professional manner, and shall provide and maintain the Goods with all due skill, care and diligence

4.1.5. 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

4.1.6. 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. Supplier Staff Income Standards

4.2.1. The Supplier shall ensure that all Supplier Staff employed in the provision of the Deliverables under this Framework Contract receive a wage and benefits that meets, as a minimum, the national legal standards in the country of employment.

4.2.2. 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.

4.3. Subcontractors

4.3.1. 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.

4.3.2. Where approved Key Subcontractors and/or 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.

4.4. Standards

4.4.1. The Supplier must be accredited and must comply with the Royal Mail Scheme for Franking Letters and Parcels (2017) and must be authorised to repair or maintain franking machines.

4.4.2. The Royal Mail Scheme for Franking Letters and Parcels may be amended and updated from time to time and the Supplier shall be expected to retain accreditation and comply with the Scheme throughout the lifetime of this Framework Contract and any resulting Call-Off Contract.

<https://www.royalmail.com/frankingcompanies>

4.4.3. If the Supplier shall fail to retain accreditation to the Royal Mail Scheme for Franking Letters and Parcels, then the Supplier must notify CCS immediately.

- 4.4.4. The Supplier shall be aware that Buyers' will be responsible for monitoring ongoing compliance with the accreditation throughout the duration of their Call-Off Contract.
- 4.4.5. The Supplier shall not charge a premium to Buyers for any additional standards compliance applicable to a Call-Off Contract, unless otherwise agreed in advance by Buyers'.

4.5. Security

- 4.5.1. The Supplier shall ensure that their security capabilities meet the Buyer's Security Policy and any specific requirements prior to delivery of the Goods and provision of maintenance services, when requested by the Buyer.
- 4.5.2. 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>

- 4.5.3. 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>

- 4.5.4. 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>

- 4.5.5. 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.
- 4.5.6. 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.
- 4.5.7. 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. The requirement for any such security measures shall be defined by the Buyer during the Call-Off Procedure.
- 4.5.8. 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.

- 4.5.9. 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.
- 4.5.10. The Supplier shall not charge a premium to Buyers for any additional security compliance applicable to a Call-Off Contract, unless otherwise agreed in advance by Buyers'.

4.6. Data Security

- 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 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.

4.9. Environmental and Sustainability

4.9.1. The Supplier shall ensure that all of the applicable Goods supplied under this Lot, including packaging, comply with the requirements of the Government Buying Standards (GBS) for Imaging Products, Energy Star Rating and Article 6 of the Energy Efficiency Directive (EED) Standards. Full details can be accessed via the following link:

<https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-office-ict-equipment>

4.9.2. The Supplier shall effectively manage the Goods and/ or Services supplied under this Framework Contract, in order to minimise any impact on the environment. Where appropriate, the Supplier shall work proactively with Buyers' in relation to, but not limited to, the following areas: noise reduction, removal of unwanted consumables and heat production in confined spaces.

4.9.3. The Supplier shall minimise the amount of packaging required for safe transportation and delivery of Equipment and consumables.

4.9.4. The Supplier shall provide information on the resource and energy efficiency impacts of all franking machines when requested by the Relevant Authority, including but not limited to:

- compliance with current Government Buying Standards (GBS);
- Energy Star, European Carton Makers Association (ECMA), Electronic Product Environmental Assessment Tool (EPEAT) certifications confirming such compliance;
- operational energy consumption and energy efficiency Data;
- recycled content in product build;

- recyclability of the franking machine to minimise landfill/incineration.

4.9.5. The Supplier shall work with the Relevant Authority to limit the environmental impact of the Goods and/ or Services 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.

4.9.6. 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.

4.9.7. 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.

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

4.9.9. 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>

4.9.10. 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>

4.9.11. The Supplier shall ensure that all Electric and Electronic Equipment (EEE) provided in association with the provision of the Goods and/ or Services under this Framework Contract, is compliant with Restriction of Hazardous Substances (RoHS) Directive and the Waste Electrical and Electronic Equipment Directive (WEEE Directive), where appropriate. This shall include Producer Compliance Scheme registration. Full details can be accessed via the following link:

<https://www.gov.uk/guidance/rohs-compliance-and-guidance>

4.9.12. The Supplier shall take steps to encourage the reuse of any WEEE generated in the delivery of the Goods and/ or Services as promoted by the WEEE Directive. This shall include, but is not limited to, consideration of the application of PAS 141:2011 Reuse of Used and Waste Electrical and Electronic Equipment (UEEE and EEE).

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 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. Social Value

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

4.11.2. 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.

4.11.3. 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. Remanufactured Equipment

5.1.1. The Supplier may offer a range of low to medium volume remanufactured Equipment under this Framework Contract.

5.1.2. The Supplier shall ensure that all remanufactured Equipment performs to the same standards as a piece of new Equipment and shall clearly be documented and identified as remanufactured Equipment at all times.

5.1.3. The Supplier shall ensure that parts, consumables and non-network accessories are available for each model at least five (5) years after remanufacturing ceases.

5.1.4. The Supplier shall offer a twelve (12) Month warranty for all remanufactured Equipment supplied under this Framework Contract.

5.2. Asset Management

5.2.1. The Supplier shall confirm with the Buyer the implications and approach to asset tagging and asset identification where appropriate.

5.3. Usage Information and Reports

5.3.1. The Supplier shall provide to the Buyer an online facility for the download of usage data specific to their individual account including the varying 'parent/child' relationships within the relevant organisations where required by the Buyer.