

ANNEX 3 – Postal Goods, Services and Solutions (RM6017)

LOT 3 COLLECTION AND DELIVERY OF LETTERS, LARGE LETTERS, AND PARCELS

1. SCOPE

1.1. The Supplier shall provide a cost effective, flexible, high quality and value for money collection and delivery Service for letters, large letters, and parcels which are collected from Buyer Site(s) for onward delivery within the UK including England, Northern Ireland, Scotland and Wales.

1.2. The Supplier shall deliver a range of Services that fulfil the requirements of the Buyer and fall within the scope of a collection and delivery service from Buyer Site(s). This may include but not be limited to Buyer Premises and nominated third party premises.

1.3. The core requirements of this Lot 3 shall include but will not be limited to:

- Collection Services
- High Volume Services
- Low to Medium Volume Services
- Sorted and Unsorted Services
- Secure Services
- Undelivered items
- Delivery timescales (non-secure items)
- Consumables and equipment

2. MANDATORY REQUIREMENTS – SERVICES

The Supplier shall have the flexibility and scalability to accommodate a wide range of public sector organisations.

2.1. Collection and Delivery

2.1.1. The Supplier shall provide a collection and delivery Service for letters, large letters, and parcels within the UK as set out in the table below:

England
Wales
Northern Ireland
Scotland

2.1.2. The Supplier shall be aware that Buyers' may collate mail items according to their requirements and this may involve multiple batches of mail items scheduled for collection.

2.1.3. The table below illustrates the dimensions and classifications of the various mail items. This is intended to capture the majority of the requirements however occasionally items may fall outside the parameters i.e. items which are not

deemed to be a conventional shape, such as rolled or cylinder shaped items but this will be defined by the Buyer during the Call-Off Procedure.

	Max Weight	Max Length	Max Width	Max Thickness
Letter*	100g	240mm	165mm	5mm
Large Letter	750g	353mm	250mm	25mm
Poll Sort Access Tray Letter	20g	240mm	165mm	5mm
Small Parcel	2kg	450mm	350mm	160mm
Medium Parcel	20kg	610mm	460mm	460mm
Large Parcel	30kg	1.5m	3m	3m
*minimum letter size for machine readable is 154mm x 110mm x 0.25mm				

2.1.4. The Supplier shall be aware that Buyers' accessing this Framework Contract will be at different levels of maturity in terms of the production and sortation of their mail items. The Supplier shall have the ability to manage such requirements which include the following:-

2.1.4.1. Pre-sorted mail -Some Buyers' who access this Framework Contract will be able to undertake a level of sortation on their mail items prior to handover to the Supplier. The level of sortation that the Buyer may undertake on their mail items prior to handover to the Supplier may vary.

2.1.4.2. This is referred to as pre-sorted mail and could include but is not be limited to:

- A basic sort to regions or postcode that is undertaken manually by the Buyer.
- Mechanical high sort or Access 1400 or equivalent
- Mechanical low sort or Access 70 or equivalent

2.1.4.3. Un-sorted mail -Some Buyers will not be able to perform a level of sortation on their mail items prior to handover to the Supplier. This is referred to as un-sorted mail.

2.2. Collection Services

2.2.1. The Supplier shall work with the Buyer to agree a mutually acceptable collection time and tolerances in relation to the collection of mail items from Buyer Sites and shall endeavour to collect all mail items at the time agreed with the Buyer as set out in table below:

Standard collection (after 3pm)	Monday-Friday at no additional cost to Buyer.
Out of hours collection (before 3pm)	Monday –Friday

2.2.2. Collection maybe required from multiple Sites which shall be specified by the Buyer during the Call – Off Procedure.

2.2.3. It is recognised that in exceptional circumstances the Supplier may need to charge the Buyer for collection of mail items, as set out in table below and as follows:

- Where the collection time falls outside of the Supplier's collection window;
- Where the Buyer requires infrequent collections;
- An urgent, ad-hoc collection is required.

Ad-Hoc:	An urgent/unscheduled collection Monday-Friday
Extended service collection	Sat and Sunday and Public Holidays

2.2.4. The maximum collection charge(s) for exceptional circumstances are to be detailed by the Supplier within Framework Schedule 3 (Framework Prices) and any such charges shall be agreed between the Supplier and the Buyer during the Call-Off Procedure.

2.2.5. The Supplier shall take all reasonable measures to keep any such charges for exceptional circumstances for a collection Service, to an absolute minimum.

2.3. Planned High Volume Service

2.3.1. The Supplier shall provide a Service to Buyers' who have a requirement to send high volume mailings, which are planned in advance. This may include but not be limited to marketing campaigns, benefit statements etc. As a minimum these Services shall cover:

- Pre- sorted high volume mailings of 1000 large letters or more, per collection
- Pre-sorted high volume mailings of 4000 letters or more, per collection
- Un-sorted high volume mailings of 1000 large letters or more, per collection
- Un-sorted high volume mailings of 4000 letters or more per collection.

2.3.2. Ad-hoc High Volume Services

2.3.2.1. The Supplier shall provide a Service to Buyers' who have a requirement to send high volume mailings, which are of an ad hoc nature and which the Buyer may not be able to plan in advance. This may include but not be limited to correspondence advising of a change in legislation, urgent notifications etc. As a minimum these Services shall cover.

- Pre-sorted high volume mailings of 1000 large letters or more, per collection
- Pre-sorted high volume mailings of 4000 letters or more, per collection
- Un-sorted high volume mailings of 1000 large letters or more, per collection
- Un-sorted high volume mailings of 4000 letters or more per collection.

2.4. Low to Medium Volume Services

2.4.1. The Supplier shall provide a Service to Buyers' that have a requirement for sending low to medium volume mail items. These mail items will generally originate from Buyer Premises and shall vary in volume on a day to day basis.

2.4.2. Low to medium volume mail items may consist of but shall not be limited to the following:

- Pre-sorted or unsorted
- Planned or ad-hoc
- Printed (for example Optical Character Recognition (OCR standard))
- Handwritten addresses
- Inclusion of a Mailmark or other identifier to aid with processing

2.5. Delivery Timescales (Non Secure Items)

2.5.1. 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 collection from the Buyer Site.
- Standard Delivery (the equivalent of 2nd Class) – delivery of the item within 2-3 days of collection from the Buyer Site.

2.5.2. The Supplier shall use best endeavours to deliver mail items on a premium delivery Service the within the next 1-2 Working Days to achieve the market standard of 93% of items delivered 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.

2.6. Secure Services

2.6.1. The Supplier shall provide a secure delivery service where required for some mail items. This will not be required for all mail items and as such, shall be identified during the Call-Off Procedure.

2.6.2. The Buyer shall determine the level of secure delivery service that is required for each mail item they send from the following:

- Tracked delivery no signature/visual proof: Tracking of the item movements with confirmation that the item has been delivered to the address, but no signature or other visual proof required.
- Signature on delivery: no tracking is required at any point other than confirmation via a signature or other means that the item has been delivered.
- Tracked delivery including signature/visual proof: Signature or other visual proof to confirm that the item has been delivered

to the address, including prior tracking of the item movements required.

2.6.3. The Supplier shall provide compensation (based on the value of the items and the amount declared by the Buyer) payments to the Buyer in the event of loss or damage to any mail items sent through a secure delivery service. The Supplier shall detail the level of compensation within Framework Schedule 3 (Framework Prices).

2.6.4. The Supplier shall also be able to provide a range of delivery times for the delivery of secure mail items. Such delivery times may include, but are not limited to:

- Before 9am delivery
- Before 1pm delivery
- Before 5pm delivery

2.6.5. The Supplier shall provide a tracking facility, so that the Buyer can monitor where a secure item is within the delivery network. This may be an online facility which can be easily accessed by the Buyer. This shall be at no additional cost to the Buyer.

2.6.6. The Supplier shall provide a telephone helpdesk facility to the Buyer so that queries in relation to the delivery of secure mail items can be raised and escalated. Such facilities shall be provided to the Buyer at no additional cost.

2.6.7. The Supplier shall provide help desk support during core operational hours between the hours of 09:00 to 17:00 Monday to Friday, excluding public holidays (England).

2.7. Undelivered Items

2.7.1. The Supplier shall have a robust process for dealing with mail items which have not been delivered successfully, or cannot be processed by the Supplier following collection.

2.7.2. The Supplier shall ensure that where an item cannot be processed for whatever reason, then this item is returned to the buyer as soon as possible.

2.7.3. The Supplier shall ensure that where an item cannot be processed within the Mail Centre, the item shall be returned to the Buyer with an explanation as to why the item could not be processed, such reasons may include but not be limited to;

- Supplier has a record that the addressee gone away;
- Supplier has a record that the addressee is not at the address;
- Incorrect address;
- Incorrectly packaged.

2.7.4. If an 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.

2.7.5. The Supplier shall not destroy an undelivered mail item under any circumstances, unless the Buyer has provided prior Approval to do so.

2.7.6. The Supplier shall advise the Buyer on non – delivery within 48 hours where an item has been sent using a tracked service and the item cannot be delivered. The Supplier shall also advise when the item will be returned to the Buyer.

2.7.7. The Supplier shall not charge any the Buyer any additional costs for any items that are returned that could not be delivered.

2.8. Consumables and Equipment

2.8.1. The Supplier shall provide the Buyer with the necessary equipment and consumables needed to use the Service in the correct way and ensure that the Buyer complies with the Supplier's conditions of carriage. This shall be provided at no additional cost to the Buyer.

2.8.2. Such equipment and consumables may include but are not limited to:

- The necessary software (including installation, training and de-commissioning) to enable the Buyer to interface directly with suitable approved software e.g. Royal Mail Mailsort software or equivalent;
- Label printers (including associated cables, power supply unit, installation and decommissioning);
- Associated consumables, including but not limited to labels, mail bags/ trays, bag ties, manifest templates and mail cages.

2.8.3. The Supplier shall provide the Buyer with an easy to use means of re-ordering consumables and equipment required during the lifetime of the Contract. This shall be defined during the Call-Off Procedure.

2.9. Mail Integrity

2.9.1. The Supplier shall ensure the physical security of all mail items collected from the Buyer during the collection and delivery process. For the avoidance of doubt the Supplier shall be responsible for the items from the point of collection from the Buyer Site through to the actual delivery of the item to the addressee.

2.9.2. Where a Supplier is offering a Downstream Access (DSA) solution to the Buyer, then the Supplier shall be responsible for the security of the items from the point of collection from the Buyer Site through to the point the items are handed over to Royal Mail at the Royal Mail Inbound Mail Centre.

2.10. Mail Inspection

2.10.1. The Supplier shall have reasonable rights of access to open mail sacks or inspect items within trays to inspect the presentation of items (but not the contents of the mail items) in order to verify compliance with the requirements of the Service and the terms and conditions of carriage.

2.10.2. For the avoidance of doubt, the Supplier shall not open the mail items in its possession. All items shall remain unopened.

2.11. Downstream Access (DSA)

2.11.1. The Postal Service Market was liberalised in 2006, which meant that the market was opened up to competition and the Supplier shall be able to provide a Downstream Access (DSA) solution to meet the Deliverables (Goods and/ or Services) under this Framework Contract.

- 2.11.2. Where a Supplier is not an end to end provider and is offering a Downstream Access (DSA) solution under this Framework Contract the Supplier shall ensure that they are in possession of a valid access agreement (contract) with Royal Mail Wholesale. The Supplier shall be required to provide a declaration to CCS to confirm that they are in possession of an access agreement prior to the Framework Start Date.
- 2.11.3. The Supplier shall convey and deliver to the relevant Royal Mail access point all mail items collected by the Supplier from the Buyer Sites. The items shall be processed by the Supplier in line with their access agreement prior to hand over to the Royal Mail access point.
- 2.11.4. Where a Supplier is required to use Royal Mail for the final sortation and delivery of mail items, the Buyer acknowledges that the Supplier is not able to offer any assurance about the actual delivery time of any items by Royal Mail.
- 2.11.5. The Supplier shall not be liable to the Buyer or to any other person for failure to deliver within the expected timescales where such failure is directly attributable to the Royal Mail component.
- 2.11.6. The Supplier shall ensure that they have appropriate processes and communication established with Royal Mail to enable seamless investigations of incidents of wrong delivery, delayed delivery or other such issues that occur with the final mile delivery of Buyer mail items.

2.12. Supplier User Guides and Operating Manuals

- 2.12.1. The Supplier shall develop and maintain user guides and operating manuals pertinent to the Deliverables (Goods and/or Services) 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.
- 2.12.2. 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.
- 2.12.3. 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.
 - 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.

2.13. Implementation

- 2.13.1. The Supplier shall provide an effective implementation process for Buyers and provide Buyers with the appropriate level of support and guidance.
- 2.13.2. 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.
- 2.13.3. 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.
- 2.13.4. 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.
- 2.13.5. The Supplier shall be aware that Buyers' may require a phased approach to implementation of the service and/or solution during an implementation period.
- 2.13.6. 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.
- 2.13.7. 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.
- 2.13.8. 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.
- 2.13.9. 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.
- 2.13.10. 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.

- 2.13.11. 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).
- 2.13.12. 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.
- 2.13.13. 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.
- 2.13.14. The Supplier shall comply with the requirements and processes detailed in Call-Off Schedule 13 (Implementation Plan and Testing), where specified by the Buyer during the Call-Off Procedure.

3. MANDATORY REQUIREMENTS – FRAMEWORK MANAGEMENT

3.1. Interaction

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

3.2. Buyer Access

- 3.2.1. The Supplier shall be expected to work with CCS over the lifetime of this Framework Contract to simplify how Buyers' may access the Framework Contract. This shall include but is not limited to, supporting CCS to implement a

digital marketplace solution which will make as many of the available Goods and Services as possible accessible through a single sign on, CCS branded digital platform.

4. MANDATORY REQUIREMENTS – GENERAL

4.1. Supplier Staff

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

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

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

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

4.2. Security

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

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

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

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

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

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

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

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

4.2.6. The Supplier shall be aware that Buyers' may request additional security measures to comply with their Security Policy. 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:

<https://www.ofcom.org.uk/postal-services/information-for-the-postal-industry>

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. Unaddressed Items (Door To Door)

- 5.1.1. The Supplier shall provide a service to Buyers' that have a requirement for the collection and delivery of unaddressed mail items. Such mail items could comprise of a variety of sizes from A4 to postcard size and shall be defined by the Buyer during the Call-Off Procedure.
- 5.1.2. Unaddressed mail items may include but are not limited to:
- Community newsletters
 - Flyers
 - Any other item or material that the Buyer requires to be delivered to every address within a specified postcode area
- 5.1.3. Unaddressed items may be wrapped or packaged using a variety of materials, including but not limited to:
- Poly-wrap
 - Envelopes
 - Shrink wrap

5.2. Bespoke Services

5.2.1. The Supplier shall offer a range of bespoke services to the Buyer as part of their Service offering under this Framework Contract. This may include but is not limited to:

- Spraying the appropriate mailing indicia on to mail items;
- Spraying a return address on to mail items;
- Spraying a barcode or Mailmark or equivalent on to the mail item.
- Management of mail items presented in trays

5.3. Economy Services

5.3.1. 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.

5.3.2. Economy delivery shall be the delivery of the mail item within 5-7 days of collection of the item from the Buyer Site(s).

5.4. Deferred Delivery

5.4.1. The Supplier shall provide a deferred delivery solution to Buyers' who are able to produce their mail items in advance, but require the Supplier to hold or store the mail items following collection for a period of time prior to delivery.

5.4.2. The Supplier and the Buyer shall agree in advance a delivery start date for the deferred delivery posting.

5.4.3. Where the Supplier and the Buyer agree a deferred delivery, then the Buyer shall ensure that the mail items are handed over to the Supplier at least five (5) Working Days prior to the delivery start date.

5.5. Disguised Mail

5.5.1. The Supplier shall provide a disguised mail Service to Buyers' who have a requirement to keep the identity of the contents secret. The exact requirement shall be defined and agreed during the Call-Off Procedure.