

ANNEX 2 – Postal Goods, Services and Solutions (RM6017)

LOT 2 - FRANKING MACHINES, MAILROOM EQUIPMENT 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 a wide range of requirements for franking machines, mailroom equipment, furniture, accessories, consumables and software, supporting maintenance services and service wraps pertaining to the operation of the Equipment and ensuring it is kept in good working order.
- 1.3. The core requirements of this Lot 2 shall include but shall not be limited to:
 - A range of franking machines (low, medium and high volume capacity) and accessories
 - A range of mailroom equipment, furniture and accessories
 - A range of consumables
 - A range of software
 - Buyer training
 - Two (2) core finance options:
 - Range of fixed term operating leases
 - Outright purchase of the Goods and/or Services
 - Help desk support
 - Maintenance services
 - Service wrap options

2. MANDATORY REQUIREMENTS –GOODS AND SERVICES

- 2.1.1. The Supplier shall provide the Goods and Services to public sector organisations throughout 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 range from small public sector organisations e.g. a small Local Authority 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. The Supplier shall have the flexibility and scalability to accommodate a broad Buyer base and shall include working with the Buyer to meet individual Buyers demands (e.g. fluctuations in volumes).

- 2.1.3. The Supplier shall provide an effective implementing process for Buyers and provide Buyers with the appropriate level of support and guidance.

2.2. New Equipment (Franking Machines and Mailroom Equipment)

- 2.2.1. The Supplier shall provide the full catalogue range of Goods to fulfil the core requirements of franking machines and mailroom equipment, furniture and accessories including but not limited to:
- Electronic postal scales and weighing platforms
 - Tracking equipment
 - Envelope printing equipment
 - Mail screening equipment
 - Letter openers
 - Extraction equipment
 - Folder inserters
 - Addressing systems
 - Associated software
 - Document management systems (including software)
 - Other related equipment i.e. stackers, card printers, mail and parcel sorting equipment, reading technology etc.
- 2.2.2. The Supplier shall provide the Buyer with consumables to support the day to day operation of Equipment. This shall include but is not limited to ink cartridges (mono and colour) and labels.
- 2.2.3. The Supplier shall ensure that all parts, consumables and non-network accessories are available for all Equipment for at least five (5) years after manufacture of the Equipment ceases.
- 2.2.4. The Supplier shall ensure that all networked digital Equipment is compliant with the networked security requirements specified by Buyers' during the Call-Off Procedure.
- 2.2.5. The Supplier shall ensure that all Equipment parts and consumables supplied to Buyers' 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.
- 2.2.6. The Supplier shall ensure that all mail screening Equipment supplied to Buyers' under this Framework Contract which includes the use of X-Ray / radiation technology, shall meet current Ionising Radiations Regulations 2017 (IRR17) and The Ionising Radiation (Basic Safety Standards) (Miscellaneous Provisions) Regulations 2018, as may be amended from time to time.
- 2.2.7. The Supplier shall ensure that all Equipment is delivered to the point of use and installed and connected to the Buyer's network, where required by Buyers'.
- 2.2.8. The Supplier shall ensure that all Equipment is fully functional at the point of installation.

2.3. Software

- 2.3.1. The Supplier shall provide a range of Open Architecture software that is able to seamlessly integrate with third party products and services utilised by Buyers'.
- 2.3.2. The Supplier shall enable implementation of Buyers' mail/postal strategies and support the drive towards reduced costs of the mail environment and improved management of document/information workflow (in both paper and digital forms) from creation through to storage and archiving, in support of the Government's digital by default agenda.
- 2.3.3. The Supplier shall ensure that the range of software required shall therefore include options to support or enable:
- business process optimisation;
 - automation;
 - workflow management;
 - document management.
- 2.3.4. The Supplier shall ensure that all software referred to in the scope of Lot 2 is available to Buyers' as part of the catalogue range outlined in Framework Schedule 3 (Framework Prices) and shall inform the Relevant Authority of the software manufacturer.
- 2.3.5. The Supplier shall provide bespoke software and/ or customisation of standard software where required and any additional costs shall be agreed with Buyers' during the Call-Off Procedure.
- 2.3.6. The Supplier shall ensure that all software is delivered to the point of use and installed and connected to the Buyer's network, where required by Buyers'.
- 2.3.7. The Supplier shall ensure that all software is fully functional at the point of installation.
- 2.3.8. The Supplier shall ensure that the provision of software supplied under Lot 2 shall be on the basis of a co-terminus deal whereby the licence will expire at the end of the Call-Off Contract Period / Lease Period, unless otherwise specified by Buyers'.
- 2.3.9. The Supplier shall work with the Buyer and the Buyer's I.T. management teams to ensure the proposed software is tested and compatible with any existing hardware and also conforms to the Buyer's I.T. protocols.
- 2.3.10. The Supplier shall ensure that all software, including version used by Buyers' shall be maintained and supported throughout the lifetime of the Equipment (i.e. from the time of installation to termination of use).
- 2.3.11. The Supplier shall ensure that where open standards are available, including Open Architecture / open source software, they are utilised in the delivery of all Call-Off Contracts.
- 2.3.12. The Supplier shall provide the optimum licensing option where multiple pieces of Equipment are being sourced by Buyers' e.g. an enterprise licence.
- 2.3.13. The Supplier shall ensure that any licence relevant to the use of the software is granted to the Buyer at the time of supply and certainly prior to full go-live of the solution.

2.4. Training

- 2.4.1. The Supplier shall be responsible for the provision of training for all Equipment and software supplied through Lot 2. The Supplier shall specify the minimum training requirements to Buyers' prior to delivery and installation.
- 2.4.2. The Supplier shall ensure that training for all Equipment and software is available to Buyers' users on-site at the point of installation. Where this is not possible, the Supplier shall provide training within one (1) Working Day of installation unless otherwise specified by the Buyers'.
- 2.4.3. The Supplier shall be required to deliver focussed training upon request by the Buyer, on-site at the Buyer Premises where the Buyer shall organise suitable user groups. This may be topic rather than Equipment or software based training, for example, managing mail output, as agreed with the Buyer during the Call-Off Procedure. This shall be provided at no additional cost to Buyers'.
- 2.4.4. The Supplier shall ensure that appropriate training is provided to Buyers' users to enable effective operation and usage of the Equipment and software that supports the delivery of the Buyer's objectives, as specified during the Call-Off Procedure.
- 2.4.5. The Supplier shall deliver refresher training on-site and within a time mutually agreed with the Buyer to enable effective usage of the Equipment and software, as follows:
- Training on how to operate the Equipment and/or software;
 - Training on how to top up credit on a franking machine;
 - Training on how to order consumables;
 - Training where use of the Equipment and/or software is below expectations;
 - Training where unreasonable down time is occurring for any Equipment;
 - Training where Buyer personnel are new.
- 2.4.6. The Supplier shall provide on-site/off-site/online training, or re-training, in support of all Equipment and software at no additional cost to Buyers'.

2.5. Finance Options

- 2.5.1. The Supplier shall provide buyers with two core (2) finance options,
- A range of operating leases and;
 - Outright purchase.
- 2.5.2. The Supplier shall extend the provision for lease options to alternative cost structures where an alternative method of financing is specified by Buyers'. Where this is applicable the Supplier shall base their pricing on Framework Schedule 3 (Framework Prices). The Supplier shall ensure that only fixed period lease agreements are provided and pricing offered within these extended areas shall reflect Framework Schedule 3 (Framework pricing).
- 2.5.3. The Supplier shall (re)finance Equipment on behalf of Buyers if specified, where legacy Equipment forms part of the Call-Off Contract, and alternative finance options shall be made available to include this approach.

- 2.5.4. In accordance with paragraph 2.5.3 the Supplier shall support the management of outstanding finance on legacy Equipment or where a legacy contract exists, by working with Buyers' to arrange for this to be paid off within the Call-Off Contract Period.
- 2.5.5. The Supplier shall ensure that the requirement as specified in paragraph 2.5.4, will be met with a standard rate for all legacy settlements and that any settlement figures included in the Call-Off Contract Period are clearly identified and defined to Buyers'.
- 2.5.6. The Supplier shall ensure that ownership of Equipment will not transfer to Buyers' undertaking financial transactions, unless they choose to purchase outright.
- 2.5.7. The Supplier shall provide full transparency of the pricing offered to Buyers', including but not limited to associated interest rates. CCS reserves the right to request cost breakdowns in this area at any time throughout the Framework Contract Period.

2.6. Operating Leases

- 2.6.1. The Supplier shall provide Buyers' with the option to finance the cost of the Equipment through a range of operating lease options and the maximum Call-Off Initial Period (primary Lease Period) shall be six (6) years.
- 2.6.2. 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.
- 2.6.3. The Supplier shall be the Lessor in all cases and the Buyer shall be the Lessee.
- 2.6.4. 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).
- 2.6.5. 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).
- 2.6.6. The Supplier shall not be permitted to amend or alter Call-Off Schedule 22 (Lease Terms).
- 2.6.7. The Supplier shall ensure that all Call-Off Contracts for leased Equipment are Tax Fixed.
- 2.6.8. 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.
- 2.6.9. 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 2.6.10.

- 2.6.10. 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.
- 2.6.11. The Supplier shall ensure that the residual value of the Equipment shall be no less than the requirements specified in paragraph 2.6.8 for the relevant Lease Period.
- 2.6.12. The Supplier shall ensure that any new lease finance required due to additions to Equipment after installation, shall be co-terminus with the original Lease Period.
- 2.6.13. 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).
- 2.6.14. 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.
- 2.6.15. 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.

2.7. Expiry of Lease Agreements

- 2.7.1. 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.
- 2.7.2. The Supplier shall provide Buyers' with six (6) Months written notice in advance of the expiry of each lease agreement.
- 2.7.3. 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.
- 2.7.4. The Supplier shall ensure that all lease agreement Charges shall cease on the Call-Off Expiry Date.
- 2.7.5. 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'.
- 2.7.6. 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.
- 2.7.7. The Supplier shall ensure that the removal of Equipment will be at no additional cost to Buyers'.

2.8. Settlement and Flexibility

- 2.8.1. The Supplier shall ensure where a settlement fee is payable due to the Buyer's 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).
- 2.8.2. 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.

2.8.3. 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.

2.8.4. The Supplier shall be aware that Buyers' may have a requirement to upgrade or downgrade Equipment supplied under this Lot where the Equipment no longer matches the required output volume or specification due to a change in circumstances and a more suitable piece of Equipment 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.

2.8.5. CCS expects flexibility from the Supplier in the management of the Buyers' Goods and Services and shall not charge an early settlement fee, 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.

2.8.6. 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.

2.9. Outright Purchase

2.9.1. The Supplier shall enable Buyers' to purchase Equipment and software outright.

2.9.2. The Supplier shall offer a post Order maintenance service as out in paragraph 2.11 for any Equipment and software 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.

2.10. **Help Desk Support**

2.10.1. 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.

2.10.2. The Supplier shall provide the following help desk 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;
- log calls through automated email service alerts direct from each networked digital machine, where this is specifically authorised and facilitated by Buyers';
- telephone / email maintenance support for all Equipment;

- remote support via the network where this is specified, authorised and facilitated by Buyers’;
- specialist I.T. telephone, remote access and field support where requested by Buyers’;
- progress reports on service calls / problem fixes to Buyers’ via the Supplier’s help desk.

2.10.3. 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’.

2.10.4. The Supplier shall ensure that the pre and post Order help desk support is effective and capable of fulfilling the requirements of a wide range of Buyers’ with different levels of scale and complexity of requirements relating to the Equipment as detailed in paragraph 2.1.2.

2.10.5. The Supplier shall provide extended service hours outside of the normal business hours as specified in paragraph 2.10.1 (i.e. weekends, public holidays in England and Wales and/or out of hours), when requested by Buyers’ during the Call-Off Procedure. Any such requirements shall be chargeable to Buyers’ and the Supplier shall clearly define the costs for extended service hours within Framework Schedule 3 (Framework Prices).

2.11. Maintenance Services

2.11.1. 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.

2.11.2. 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.

2.11.3. The Supplier shall ensure that the post Order maintenance service is effective and capable of fulfilling the requirements of a wide range of Buyers’ with different levels of scale and complexity of requirements relating to the Equipment as detailed in paragraph 2.1.2.

2.11.4. 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.

2.11.5. 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.

2.11.6. 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.

2.11.7. 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’.

2.11.8. The Supplier shall ensure that the provision of post Order maintenance services for all software within the scope of this Lot shall include the following as a minimum:

- break-fix support; advisory services on the implementation of pre-built patches that Buyers' have a right to deploy / are licensed to use by the relevant software owner;
- development, testing and implementation of bug fixes (or such bug fixes where available from the relevant software owner, advisory services in the implementation thereof);
- development, testing and implementation of workarounds where bug fix is not possible (or such workarounds where available from the relevant software owner advisory services in the implementation thereof);
- development, testing and implementation of all necessary updates to ensure that the software undertakes all processing in line with all appropriate taxation, law and regulation (or such bug fixes where available from the relevant software owner advisory services in the implementation thereof);
- monitoring of the operation of the software in order to assure application and information availability and integrity;
- provision of a knowledge-base of known issues and solutions in respect of the software;
- provision of Release Notes to Buyers';
- assistance with upgrading, replacing, or otherwise changing the software;
- support and maintenance services provided for a minimum of five (5) years from the date of the original licence sale.

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

2.11.10. 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.

2.12. **Service Wraps**

2.12.1. 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.

2.12.2. 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
- Engineer Call-Out/Remote Support within 3-5 Working Days of fault logging

2.12.3. 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 2.12.4 and outlined in Framework Schedule 3 (Framework Prices).

2.12.4. 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).

2.12.5. 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
- Next Day Engineer Call-Out/Remote Support

Same day cover:

- Annual Inspection
- Same Day Engineer Call-Out/Remote Support

2.12.6. Where a piece of Equipment supplied under this Framework Contract is linked to the Royal Mail and Parcelforce tariff and/or mailsort or workshare products, the Supplier shall ensure that as part of the annual inspection the Buyer is using the most up to date versions.

2.12.7. The Supplier shall provide bespoke service wraps specifically for this Framework Contract, where requested by the Buyer during the Call-Off Procedure. The Supplier shall be able to support the Buyer in relation to any bespoke service wrap requirements to meet Buyer needs and requirements.

2.12.8. The exact requirements in relation to a bespoke service wrap shall be defined by the Buyer during the Call-Off Procedure and shall be chargeable.

2.13. **Networked Monitoring**

2.13.1. The Supplier shall ensure that all Equipment is capable of alerting Buyers' of the 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 Equipment functionality. Alerts shall be clearly visible on the Equipment control panel / screen and /or sent to an agreed email address and shall not include any information that may breach Buyers' security.

2.13.2. The Supplier shall ensure that where e-Maintenance is available and only where it is specifically authorised and facilitated by the Buyer, the Equipment shall be capable of activating an alert of its functional status directly to the Supplier.

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 undertake a full service investigation/resolution at no additional cost to Buyers', where Up Time performance fails to be met by the Supplier as set out in paragraph 2.14.1.
- 2.14.3. The Supplier shall provide Buyers' with an automatic replacement piece of Equipment 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 piece of Equipment has had a maximum of four (4) service calls for the same fault which results in the Equipment not being able to perform Primary Functions in any one quarter;
 - a piece of Equipment has not achieved the expected Up Time in two (2) consecutive rolling quarterly periods.
- 2.14.4. The Supplier shall provide a loan piece of Equipment, on a like for like basis, where the Equipment has been down and unable to operate for a continuous period of three (3) days. The loan Equipment shall remain in place until the original Equipment is returned and fully operational.
- 2.14.5. The Supplier shall ensure that all Equipment supplied through this Framework Contract, which is not fit for purpose as set out in paragraph 2.14.3 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.
- 2.14.6. Where there are recurring issues with achieving the Up Time performance target, either for a single Call-Off Contract or multiple Call-Off Contracts, the Supplier shall take a proactive approach and immediately report this to CCS.
- 2.14.7. The Supplier shall be aware that Buyers' may also choose to directly monitor up time performance for their individual Call-Off Contract and this will be defined as part of the Buyer's Performance Indicators during the Call-Off Procedure.

2.15. 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.
- 2.15.3. Where there are recurring issues with achieving the First Time Fixed Rate, either for a single Call-Off Contract or multiple Call-Off Contracts, the Supplier shall take a proactive approach and immediately report this to CCS.

- 2.15.4. The Supplier shall be aware that Buyers' may also choose to directly monitor the First Time Fixed Rate for their individual Call-Off Contract and this will be defined as part of the Buyer's Performance Indicators during the Call-Off Procedure.

2.16. Franking Machine Mail Tariff and Meter Reset

- 2.16.1. The Supplier shall ensure that any franking machine supplied under this Lot 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.
- 2.16.2. The Supplier shall ensure that any franking machine provided can be updated with any new mail tariff updates/software updates remotely via a Local Area Network or equivalent connectivity.
- 2.16.3. 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.
- 2.16.4. The Supplier shall not charge Buyers' for the top up/meter reset facility.
- 2.16.5. 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.

2.17. Infection Control

- 2.17.1. The Supplier shall supply Equipment 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.
- 2.17.2. 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.

2.18. Order, Delivery and Installation

- 2.18.1. The Supplier shall ensure that no minimum order value will be levied against Orders.
- 2.18.2. 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.
- 2.18.3. The Supplier shall ensure that all Equipment is provided price inclusive of all necessary cables and connectors required for normal operation of the Equipment.
- 2.18.4. The Supplier shall ensure that all Equipment is supplied with a standard UK power connection.
- 2.18.5. 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.

- 2.18.6. 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.
- 2.18.7. The Supplier shall ensure that standard delivery of Equipment supplied under this Framework Contract will include installation, power-on test and configuration to the Buyer's requirements (including to a network PC if necessary).
- 2.18.8. The Supplier shall ensure that software drivers are similarly defaulted and shall pre-configure IP address and network settings where appropriate and agreed with Buyers'.
- 2.18.9. The Supplier shall ensure that the installation of all Equipment shall commence no later than one (1) Working Day after delivery unless otherwise specified by the Buyer.
- 2.18.10. The Supplier shall liaise closely with the Buyer's I.T. management teams on an ongoing basis i.e. before, during and post installation of all Equipment.
- 2.18.11. The Supplier shall ensure that where the Buyer does not require an installation service, the Equipment will be supplied complete with all materials and instructions necessary for self-installation, including 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 Equipment and configure this for usage.
- 2.18.12. The Supplier shall ensure that standard delivery and installation includes initial on-site training or a guidance session to the Buyer's nominated personnel on all operational aspects of the Goods supplied. It shall be the Buyer's responsibility at the time of placing the Order to advise the Supplier if such training is not required.
- 2.18.13. The Supplier shall ensure that Equipment weighing more than 20kg will be delivered and installed in the location determined by the Buyer, subject to there being sufficient power and/or ventilation, reasonable access and sufficient load-bearing capability to ensure satisfactory working of the Equipment. This shall be agreed in advance between the Supplier and the Buyer at the time that the Order is placed.
- 2.18.14. The Supplier shall ensure that all Equipment is accompanied by all necessary documentation, including but not limited to the manufacturer's operation instructions, technical specifications, safety precautions etc.
- 2.18.15. The Supplier shall ensure that all Equipment is delivered to the point of use, unpacked, sited and configured at the time of installation.
- 2.18.16. The Supplier shall remove all packaging from the Buyer's premises at the time of delivery and installation.
- 2.18.17. The Supplier shall ensure that Equipment will be pre-configured on delivery to minimise environmental impact and maximise energy efficiency. As

a minimum this shall include energy save functionality which will commence after ten (10) minutes, unless otherwise specified by the Buyer.

2.18.18. The Supplier shall ensure that all consumables, including 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.

2.18.19. The Supplier shall ensure that automatic ordering / replenishment of consumables shall be enabled at the point of installation through alerts direct from each networked digital machine, only where specifically authorised and facilitated by Buyers'.

2.18.20. The Supplier shall ensure that Delivery Advice Notes are supplied to Buyers' upon delivery of Equipment and consumables.

2.19. Insurance

2.19.1. The Supplier shall provide insurance against loss, damage, theft and destruction of Equipment only where requested by the Buyer during the Call-Off Procedure.

2.19.2. 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.

2.20. Warranty

2.20.1. 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.

2.20.2. The Supplier shall provide an extended warranty for Equipment where requested by the Buyer during the Call-Off Procedure, as outlined in Framework Schedule 3 (Framework Prices).

2.20.3. The Supplier shall repair or replace any Equipment with a defect or default within the warranty period. The warranty shall provide protection against manufacturing faults as a minimum.

2.20.4. The Supplier shall provide telephone and email based first line response for warranty cover.

2.20.5. 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.

2.20.6. 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.

2.20.7. 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.

2.21. Supplier User Guides and Operating Manuals

2.21.1. 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.

2.21.2. The Supplier shall ensure that the user guides and/or operating manuals provide clear detailed instructions for 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.

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

- 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.
- 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.

2.22. Re-siting of Goods and/or Services

2.22.1. 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 Goods and/or Services.

2.22.2. The Supplier shall ensure that they provide flexibility to Buyers' when the Goods and/or Services need to be relocated.

2.22.3. The Supplier shall ensure that any re-siting of Goods and/or Services within the existing location (i.e. in the same building with the same address and postcode) will be provided at no additional cost to Buyers'. The Supplier shall agree any additional charges in advance with Buyers, including charges for any special access requirements that may apply.

2.22.4. The Supplier shall take all reasonable measures to keep any charges for re-siting of Goods and/or Services to an absolute minimum. The Supplier shall ensure that any chargeable re-siting of Goods and/or Services will be invoiced to Buyers' at cost with no additional margin added by the Supplier.

2.23. Technology Hardware/ Software Upgrades

2.23.1. The Supplier shall enable Buyers to consider technological upgrades (both hardware and software) as part of the Call-Off Contract when 'new' technology is launched, which is able to deliver considerable operational and

financial benefits to Buyers'. The Supplier shall be aware that upgrading of technology shall not occur where the cost outweighs the benefit.

- 2.23.2. The Supplier shall use an open platform system wherever possible for all software, which allows for integration, data retrieval and future developments, for example, making available the Application Program Interface (API).

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.

3.3. New and Replaced/ Superseded Equipment and Software Introduction Procedure

- 3.3.1. The Supplier shall be permitted to introduce new Equipment and software to the Framework Contract throughout the Framework Contract Period, to ensure the offering remains up to date with the latest technologies and innovations and offers the optimum choice to fulfil the requirements of a wide range of public sector organisations with various complexities and scale of requirements.

- 3.3.2. The Supplier shall follow the new and replacement Equipment and software introduction procedures as set out in paragraphs 3.4 and 3.5, for each proposed Equipment and/ or software introduction and in accordance with Clause 24 (Changing the Contract) of the Framework Contract Core Terms and Joint Schedule 2 (Variation Form).

3.4. Procedure for Introducing New Equipment

- 3.4.1. The Supplier shall not promote or sell any new Equipment or software to Buyers' through the Framework Contract without prior written authorisation from CCS.
- 3.4.2. The Supplier shall have the opportunity to submit all new Equipment and/or software requests to CCS on an annual basis on the anniversary of the Framework Contract via an updated catalogue.
- 3.4.3. The Supplier shall ensure that all proposed new Equipment and/or software offers tangible benefits and increased value to justify the addition to the catalogue, prior to requesting the addition of any new Equipment and/or software.
- 3.4.4. The Supplier shall provide information for each new Equipment and/or software request, on the following criteria (where applicable):
- price;
 - technical specification;
 - environmental performance;
 - standards and security conformance;
 - total cost of ownership.
- 3.4.5. The Supplier shall not increase costs through the introduction of any new Equipment or software.

3.5. Procedure for Introduction of Replaced / Superseded Equipment and Software

- 3.5.1. The Supplier shall be responsible and accountable for managing the replacement of existing catalogue Equipment and software that is superseded throughout the Framework Contract Period.
- 3.5.2. The Supplier shall ensure that all replacement Equipment and/ or software is of equivalent or improved specification and applicable environmental performance, relative to the original/existing authorised catalogue Equipment and/ or software being superseded.
- 3.5.3. The Supplier shall notify CCS of all changes relating to replacement or superseded Equipment and/or software via an updated catalogue at the earliest opportunity and not less than twenty one (21) calendar days prior to intended publication to Buyers'.
- 3.5.4. CCS reserves the right to audit up to 100% of replacement/superseded Equipment and software on an annual basis to ensure that this has been introduced on a like for like basis against the required criteria(where applicable). The Supplier shall provide information on the following criteria, when requested by CCS:
- price;
 - technical specification;
 - environmental performance;
 - standards and security conformance;
 - total cost of ownership.

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

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 (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 and are focussed on the associated savings and benefits to be achieved throughout the lifetime of the Framework Contract. The Supplier shall ensure that Supplier Staff communicate the associated savings and benefits effectively to Buyers to enhance the compliant usage and assist in maximising uptake of the Framework Contract by public sector organisations to support the reduction of off-framework spend.
- 4.1.3. 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.
- 4.1.4. The Supplier shall ensure that all Supplier Staff adhere and comply with Buyers' safety and confidentiality requirements at all times.
- 4.1.5. 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.
- 4.1.6. 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
- 4.1.7. The Supplier shall be aware that Buyer's may have a requirement for the Supplier to provide security information prior to arrival at the nominated Site(s). This will be defined by the Buyer during the Call-Off Procedure and may include, but not is not limited to:
- Vehicle details including registration
 - Full driver details and estimated time of arrival
- 4.1.8. The Supplier shall provide contact details of all Supplier Staff who will be involved in the delivery of the Goods and/or Services, when requested by the Buyer.

4.2. Supplier Staff Income Standards

- 4.2.1. The Supplier shall ensure that all Supplier Staff employed in the delivery of 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 for Franking Machines

- 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. Standards for Mail Screening Equipment

- 4.5.1. The Supplier shall ensure that all mail screening Equipment, which includes the use of X-Ray / radiation technology, complies with current published International Electrical Safety and Radiation Standards.

4.6. Security

- 4.6.1. 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.

4.6.2. The Supplier shall ensure that all Equipment supplied to Buyers' complies with Evaluation Assurance Level 2 (EAL 2).

4.6.3. 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>

4.6.4. 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>

4.6.5. 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>

4.6.6. 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.

4.6.7. 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.

4.6.8. 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.

4.6.9. 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.

4.6.10. 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.

4.6.11. 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'.

4.7. Data Security

- 4.7.1. 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.
- 4.7.2. 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.
- 4.7.3. 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.
- 4.7.4. 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
- 4.7.5. 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.
- 4.7.6. 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.

4.8. Processing Data

- 4.8.1. 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.

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

4.9. Buyer Usage Information and Reports

- 4.9.1. The Supplier shall provide the Buyer with a means of monitoring and tracking usage, where appropriate to the Goods and/or Services supplied to the Buyer. This will include but not be limited to an online facility where the Buyer can access usage data relating to their specific account, including the varying 'parent/child' relationships that may be relevant to a Buyer organisation.
- 4.9.2. The Supplier shall work with the Buyer to identify how usage data shall be set up and reported. This will include but is not limited to which Buyer personnel shall be granted access to any data or information.
- 4.9.3. The Supplier shall provide flexible Management Information reporting to Buyers' to support periodical reviews which shall assess Buyers' current position in relation to their mail strategy.
- 4.9.4. The Supplier shall work with Buyers' to manage and maintain an effective balanced deployment of the Goods, and make proposals to Buyers' where they can demonstrate improvements can be made.

4.10. Management Information ("MI")

- 4.10.1. 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.

4.11. Quality Management

- 4.11.1. The Supplier shall ensure that they and any Key Subcontractor engaged by the Supplier to provide the Deliverables 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.

4.12. Environmental and Sustainability

- 4.12.1. 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>

- 4.12.2. 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.
- 4.12.3. The Supplier shall minimise the amount of packaging required for safe transportation and delivery of Equipment and consumables. When requested by Buyers', the Supplier shall provide evidence of how this is achieved

including the purpose for each piece of packaging and whether the packaging originates from recycled / sustainable sources.

- 4.12.4. The Supplier shall be responsible for the collection and disposal of all packaging, materials and redundant or replaced parts in accordance with the WEEE Directive as detailed at the link below:

<https://www.gov.uk/electricalwaste-producer-supplier-responsibilities/your-responsibilities>

- 4.12.5. The Supplier shall provide information on the resource and energy efficiency impacts of all Equipment 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 Equipment to minimise landfill/incineration.

- 4.12.6. 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.

- 4.12.7. 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.

- 4.12.8. 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.

- 4.12.9. 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.

- 4.12.10. 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 an equivalent standard applicable to the relevant Goods and/or Services.

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

4.12.12. 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>

4.12.13. 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>

4.12.14. The Supplier shall ensure that all Electric and Electronic Equipment (EEE) provided in association with the delivery 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>

4.12.15. 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).

4.13. Value for Money

4.13.1. The Supplier shall work with public sector organisations in driving behaviour towards implementing best practice and applying your knowledge and expertise to the market. The Supplier shall support public sector organisations to develop more efficient and effective ways of working to optimise commercial benefits and delivery of savings and efficiencies over the lifetime of each Contract.

4.13.2. 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.

4.13.3. 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.

4.13.4. 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).

4.14. Social Value

- 4.14.1. The Supplier shall have regard to economic, social and environmental wellbeing in connection with the Goods and Services supplied under this Framework Contract.
- 4.14.2. 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.
- 4.14.3. 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.
- 4.14.4. 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.
- 4.14.5. 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. Remanufactured Equipment

- 5.1.1. The Supplier may offer a range of 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 all remanufactured Equipment is delivered to the point of use and installed and connected to the Buyer's network, where required by Buyers'.
- 5.1.4. The Supplier shall provide training for all remanufactured Equipment in accordance with the requirements set out in paragraph 2.4.
- 5.1.5. The Supplier shall ensure that parts, consumables and non-network accessories are available for each model at least five (5) years after remanufacturing ceases.
- 5.1.6. The Supplier shall offer a twelve (12) Month warranty for all remanufactured Equipment supplied under this Framework Contract.

5.2. Site Surveys

- 5.2.1. The Supplier shall be aware that the Framework Contract will be accessed by a broad range of public sector organisations that will vary in both size and complexity of requirements. The Supplier may be required to undertake a full Site survey to understand the Buyer's requirements and propose or validate a suitable solution, at no additional cost as detailed in paragraph 2.1.2...
- 5.2.2. For the avoidance of doubt, where requested by the Buyer, Site surveys shall be undertaken prior to formal acceptance of any Order. This shall ensure "fitness for purpose" to meet the Buyer's required specification.
- 5.2.3. The Supplier shall ensure that any such Site survey is conducted as a fact-finding exercise to understand the Buyer's requirements and how any proposed solution may link to the Buyer's existing operations.
- 5.2.4. The Supplier shall undertake Site surveys using vendor neutral analysis and a recommendations report shall be provided to the Buyer detailing recommendations and analysis. A formal copy of the report shall be provided to the Buyer for records.
- 5.2.5. The Buyer and Supplier shall collectively review and agree the outcomes of any Site survey that is undertaken before proceeding to agree any Order.
- 5.2.6. The Supplier shall at all times provide recommendations which provide the Buyer with the best commercial outcome to deliver efficiencies and savings.

5.3. Value Add Enhanced Mailroom Service

- 5.3.1. The Buyer may require the Supplier to undertake a value add enhanced mailroom service at no additional cost. The Supplier shall offer a comprehensive and flexible delivery model that is tailored to the requirements of the Buyer and ensures optimal ergonomics and configuration of the Buyer's mailroom. The aims of the enhanced mailroom service are as follows:
- Drive efficiencies, best value and commercial benefits;
 - Reduce space and environmental impact;
 - Enable access to discounts and benefits from technologies and innovation over the Framework Contract Period and resulting Call-Off Contract Period;
 - Service and quality improvement;
 - Inter-department and inter-organisation aggregation and collaboration;
 - Improved mailroom asset management.
- 5.3.2. In order to achieve the above, the Supplier enhanced mailroom service may include but shall not be limited to the following:
- Mailroom audit and/or Site audit;
 - Assessment of operations and efficiency;
 - Assessment of current equipment and systems;
 - Assessment of staff utilisation;
 - Analysis of mail profile;
 - Identification of opportunities for aggregation and collaboration both internally and externally.

5.3.3. The Supplier and Buyer shall collectively review and agree all recommendations. The Buyer shall decide which recommendations and suggestions it will take forward by working in partnership with the Supplier. Recommendations may include but shall not be limited to:

- Proposals to improve mail accuracy;
- Proposals to improve staff utilisation;
- Proposals to improve postal rates achieved;
- Development of new operating procedures;
- Recommended hardware and software improvements.

5.4. Added Value Services

5.4.1. The Supplier may work with the Buyer to develop and deliver added value Services including but not limited to tracking and delivery solutions and click and drop parcel solutions, as part of ongoing innovation under this Framework Contract.

5.5. Asset Management

5.5.1. The Supplier may offer full inventory management of all assets, including but not limited to, asset identification and tagging through to asset disposal, where required by Buyers' and as outlined within Framework Schedule 3 (Framework Prices).

5.5.2. The Supplier shall confirm with the Buyer the implications and approach to asset management, where appropriate.

5.6. Third Party Legacy Equipment

5.6.1. The Supplier may offer services to manage third party multi-vendor legacy Equipment where specified by the Buyer during the Call-Off Procedure.

5.6.2. The Supplier may provide services to manage third party multi-vendor legacy Equipment, including but not limited to, help desk support, maintenance services, service wrap options and consumables supply, where required by Buyers'.

5.6.3. The Supplier may (re)finance, third party multi-vendor legacy Equipment where required on behalf of Buyers', including any existing warranties or maintenance contracts. In accordance with paragraphs 2.5.3 and 2.5.5 (inclusive), the Supplier shall provide alternative finance options to meet these requirements where required.