**Call-Off Schedule 20 (Call-Off Specification)**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Call-Off Contract

Contents

[1. Strategic Transformation 2](#_Toc60997676)

[Continuous Improvement 2](#_Toc60997677)

[Innovation 2](#_Toc60997686)

[2. Account Management 3](#_Toc60997689)

[3. Command and House Papers 4](#_Toc60997697)

[4. Project Management Services 4](#_Toc60997700)

[5. Implementation - Mobilisation and Transition 4](#_Toc60997703)

[6. Pre-production 5](#_Toc60997706)

[Creative Services (Typesetting and Design Services) 5](#_Toc60997707)

[Online Proofing 6](#_Toc60997710)

[7. Digital Asset Management 7](#_Toc60997714)

[8. Bulk Print, Finishing Services, Direct Mail and Transactional Print 8](#_Toc60997728)

[9. Secure Print 11](#_Toc60997737)

[10. Stock Management and Distribution 12](#_Toc60997740)

[11. Digital Solution and Transformation 13](#_Toc60997742)

[12. Contract Management 13](#_Toc60997744)

[13. Ordering of Goods 14](#_Toc60997751)

[Online 14](#_Toc60997753)

[Contact Centre 14](#_Toc60997754)

[Internal (Buyer Employees) 15](#_Toc60997758)

[Configurable / Template Products 16](#_Toc60997762)

[Alternative Formats 16](#_Toc60997764)

[External 16](#_Toc60997765)

[14. Service Assurance – 17](#_Toc60997767)

[15. Quality Assurance 18](#_Toc60997768)

[16. Exit 18](#_Toc60997770)

# Strategic Transformation

## **Continuous Improvement**

## The Supplier shall:

### Have a documented continuous improvement process which will be provided to the Buyer. This should include but not limited to tracking market developments and a process for sharing improvements with the Buyer.

### Continually improve the way in which the Services are delivered throughout the Call-Off Contract Period (including any extension) and at the same time help to reduce costs and improve quality providing even greater value for money for the taxpayer.

### Bring any changes to the way in which the Services are to be delivered to the Buyer’s attention via the monthly Operational Board and Risk Management meetings and both parties must agree such changes prior to any changes being implemented.

### Report continuous improvement progress to the Buyer, highlight potential opportunities and present new ways of working during Operational Board and Risk Management meetings.

### Offer an advice service on an ongoing basis, via the monthly Operational Board and Risk Management meetings or as required to review the Buyer’s existing printing processes and the associated services, purchasing processes, behaviours and offer recommendations that will drive cost savings with more efficient and effective solutions. For example, change to black and white printing. This advice may be offered at both a strategic level, and to individual product owners.

### Work with the Buyer to support its commitment to moving to a more digital service to enable streamlining, and further paper and waste reduction.

### Co-operate with the Buyer in relation to utilising new postal products, systems and methods or sortation e.g. Mailmark.

## **Innovation**

# 1.2

### The Supplier shall:

1. Use innovative opportunities when providing the services, and take advantage of any emerging technologies to deliver benefits to the Buyer including but not limited to improved products, faster delivery and cost reduction.
2. Formally present innovative recommendations they believe to be appropriate to the Buyer at Operational Board and Risk Management meetings.
3. Host an ‘Innovation Day’ every 12 months where they will present an industry overview including future developments and industry best practices.

# Account Management

## The Supplier shall provide Level 2 Account Management in line with Framework Schedule 1.

## The Supplier shall provide an account management service as outlined below:

1. An account management team for the Buyer which is appropriately resourced in terms of numbers of individuals to meet requirements.
2. This team will be based at the Supplier’s site but will visit the Buyer’s site when requested by the Buyer. The key site locations include but are not limited to:
3. Blackpool
4. Manchester
5. Leeds
6. Sheffield
7. London
8. Newcastle
9. A fully managed end to end service for the Buyer, from developing and defining the requirements and solutions, through to project conception and delivery.
10. The account management team will be responsible for, without limitation, the following services:
11. Dedicated account management and administration of the products and Services.
12. Regular review meetings as specified by meeting terms of reference
13. Management reporting as defined in Section 12 – Contract Management – by period, monthly, quarterly, bi-annual and annual and any other timeline required.
14. Ensuring service levels are achieved.
15. Ensuring compliance with the Buyer’s security policies.
16. Reporting performance against service levels.
17. Providing a dedicated point of contact for the Buyer.
18. Providing excellent customer service.
19. Developing and maintaining operating procedures documentation.
20. Communication and management of approved third party suppliers.

## The Supplier Staff assigned to the contract shall have the relevant knowledge and experience to deliver Services, including supporting any issue resolution as and when these occur and efficiency and improvement initiatives.

## The Supplier shall maintain the standard operating procedures that are specific to the Buyer throughout the Call-Off Contract Period and update such procedures as required.

## The Supplier shall ensure that the account management team understand the Buyer’s vision and objectives and shall ensure that the team provides excellent customer service to the Buyer throughout the Call-Off Contract Period (including any extension).

## The Supplier shall provide an account management team structure with job titles by the Milestones set out in the Implementation Plan.

## The Buyer’s users vary in their knowledge of design and print and the account management team shall provide consultancy and advisory services to ensure that costs are driven out prior to reaching the printing process; and that resultant specifications are fit for purpose.

# Command AND House Papers

## Provision of parliamentary papers for the Buyer, including Command Papers, House of Commons Papers and Unnumbered Act Papers in line with Framework Schedule 1 including Annex A.

## Additional details required will be provided by the Buyer when services are requested within the RFQ (Request For Quote). This could include design and typesetting.

# Project Management Services

## Project Management services will be required in line with Framework Schedule 1.

## Where this is required it will be dealt with as detailed in Joint Schedule 2 – Variation Form and Core Terms Clause 24.

# Implementation - Mobilisation and Transition

## The Supplier shall:

1. Place a high priority on maintaining business continuity and output levels so that the Buyer experiences no drop in service.
2. Carry out the implementation process professionally in accordance with the Call-Off Schedule 13 – Implementation Plan and Testing. This includes, but is not limited to:
3. Agreeing the use of a recognised project management tool with the Buyer.
4. Assignment of appropriate Project Manager, deputy and resources to ensure a successful design, build, test, assurance and implementation is achieved.
5. Finalising governance structures, including RACI's, escalation procedures, terms of reference for meetings etc.
6. Working with the incumbent supplier to understand the exit from the current service and how this will align with the Implementation Plans.
7. Working with the Buyer’s other suppliers to understand the full supply chain to identify dependencies.
8. Providing Implementation Plans in line with Schedule 13 – Implementation Plan and Testing.
9. Fully testing any systems deployed in provision of the Services, in line with Schedule 13 – Implementation Plan and Testing.
10. Working with the Buyer to develop and agree communications to areas of the Buyer using the services detailing the differences to the previous service.
11. Ensuring appropriate representation to all meetings scheduled by the Buyer.
12. Working collaboratively with the Buyer to identify any appropriate learning and development that is required. This will include the ordering process.
13. Developing any agreed learning and development material with the Buyer if applicable, for example, through:
    * Group presentations and demonstrations; online training resources via WebEx and download; and
    * Best practice guidance.
14. Providing the Buyer with a contract handbook detailing processes and maps describing how to use the Services.
15. Providing key Supplier contact details for queries / complaints and escalations.

## With the Buyer’s agreement, it may be possible to implement any quick win cost saving efficiencies or people / process improvements identified by the Supplier during transition. This could include working with the incumbent supplier and the Buyer to define functional requirements where necessary.

# Pre-production

## **Creative Services (Typesetting and Design Services)**

## The Supplier shall provide typesetting and graphic design services, ensuring consistency in style, appearance and that content of Buyer products is compliant with its branding standards. The work will be of varying complexity:

1. Pre-defined layout - Typesetting based on pre-defined layouts, standards and colour schemes supplied by the Buyer. Little or no creative input is required. Creating print ready files from artwork supplied.
2. Simple - Design that interprets and works within existing brand guidelines, to develop acceptable design for either a single job, or multiple jobs in a single medium (e.g. 3 booklets for print). Some creative input required.
3. Medium/High - Complexity that involves a fresh interpretation of existing brand guidelines, to develop a design approach for use across multiple media (likely to include low-level creative development).

## The Buyer is committed to providing communications in the most effective format for the end user. Everything the Buyer publishes online must meet the requirements of the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. All Buyer documents published on GOV.UK, or websites managed by the Buyer, must be fully accessible and comply with the Web Content Accessibility Guidelines (WCAG) 2.1 requirements. When receiving requests for typesetting and design services, the Supplier shall establish whether or not the document is for publication online and if so ensure it complies with said guidelines.

Please refer to this link for guidance on WCAG 2.1 at <https://www.gov.uk/service-manual/helping-people-to-use-your-service/understanding-wcag>

Please refer to this link for guidance on checking a PDF for accessibility at <https://www.gov.uk/guidance/how-to-publish-on-gov-uk/accessible-pdfs#check-a-pdf-for-accessibility>

### **Online Proofing**

## The Supplier shall provide online proofing functionality for artwork and print-related items available each working day. This will be required for: new core and non-core products, amended core print products and unchanged core print products if the supply chain has changed (i.e. new print supplier).

## The key functionality to be provided includes but is not limited to:

1. Enable collaborative working, therefore provide greater transparency of changes.
2. Minimise the number of versions required to gain approval.
3. Provide a flexible solution to enable review, comment and approvals on mobile devices.

## Whilst the Buyer will primarily approve proofs via an online proofing application, the Supplier shall offer an innovative solution for proofing. For example, incorporating this into the functionality of the digital asset management tool. In a small number of cases, for complex print and finishing, wet proofing or a physical mock-up may be required.

# Digital Asset Management

## The Supplier shall provide, set up and manage a digital asset management system for the control of the Buyer’s digital assets. The system, which will be developed and approved in accordance with the requirements in the Implementation Plan, generally stores print assets, other brand design and communication assets

## Up to date, latest versions of digital assets shall be accessible by the user, via a secure website that is user friendly. Users will include other Buyer suppliers, particularly other print suppliers.

## The Supplier shall be required to archive redundant data as requested by the Buyer.

## Viewing and selection of assets shall be restricted to individual user access levels. The Supplier shall ensure that the system allows users the appropriate level of access and that access levels are validated and managed, based on a user access hierarchy and validation criteria supplied by the Buyer.

## Expected users of this area on DAM include:

### Authorised staff of the Buyer.

### Authorised Supplier Staff.

1. The printers / manufacturers of core print products.
2. External designers, audio/visual producers and other content originators.

## There are circa 1,300 registered users of the print assets but this number may vary.

## The Supplier shall ensure that all digital assets are meta-dated / version controlled to enable the assets to be stored and extracted in a co-ordinated and controlled way.

## The Supplier shall ensure that the solution provided has adequate space for all current and future needs during the Call-Off Contract Period (including any extensions). The current DAM has 500 GB available.

## The Supplier shall work with the incumbent to acquire the existing data, store it in a secure system, and make it accessible to the appropriate users.

## Assets on DAM.

1. The DAM system will allow authorised users to view, upload and download print artwork (usually in pdf format); and source material (Quark, InDesign and other design software) where amendments are needed.
2. Non-print assets such as audio-visual files and source material may also be stored on the system.

## Brand, design and communication assets on DAM

1. The same platform (DAM) will be required for users to view, download or upload brand, design and other communication assets.
2. Assets held will include:
3. The product specification e.g. material type, weight, no of pages, colours.
4. Product data, e.g. product code, product description, product type.
5. Product sponsor and approver information, e.g. contact details, business area.
6. Approved Artwork files e.g. print ready PDF & any source files.
7. Logos and other design assets.
8. Templates.
9. Images (linked with associated consent forms).
10. Guidance.

# Bulk print, finishing services, Direct Mail and transactional print

## **General**

## The Supplier shall:

1. Produce or source the Buyer’s print requirements utilising the most suitable production method either internally or via a third party supplier.
2. Optimise supply chain processes and capabilities in order to provide the most cost effective and efficient service to the Buyer.
3. Ensure the most effective and appropriate production processes and technology are used at all times to ensure value for money for the Buyer.
4. Have the ability to produce colour products on multiple substrates such as paper, board, metal, glass, canvas, fabrics and plastic; for example, billboard style posters, posters for various outdoor media where required.
5. Print varying levels of output, from low to high production runs in multi-page paginations.
6. Have sufficient capacity and resource to:
7. Accommodate fluctuating volumes; and
8. Accommodate peaks in demand which occur at various points in the year.
9. Have the ability to produce print ready files from artwork supplied by/on behalf of the Buyer, although the Buyer will aim to provide print ready artwork files.
10. Ensure other Buyer suppliers - in particular, the transactional print supplier in relation to leaflets and forms - can access the artwork as required;
11. On a job by job basis, produce or source from a third party and place all jobs with the most suitable third party supplier to meet the Buyer’s requirements and demonstrate that value for money has been achieved. This should include but not be limited to: the most suitable production process being utilised, a competitive process undertaken to select the successful third party supplier on each occasion and recommending specification changes to achieve a better result for the Buyer, either cost reduction or a more suitable finished product. Transparency of costs, evidence of value for money, auditability, benefits tracking, management information, ease and efficiency in connection with job ordering, tracking and payment is key to the Buyer’s requirement.
12. Manage sustainable relationships with its sub-contractors in their supply chain as defined in [Supplier Code of Conduct v2](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779660/20190220-Supplier_Code_of_Conduct.pdf), or subsequent versions thereof, and Schedule 12, paragraph 4.
13. Ensure its spend with SME suppliers’ supports the Buyer’s 33% spend target with SME suppliers.

**Core Products – Fixed Price / Pre-defined Specifications**

## The Supplier shall provide a mixture of stocked and print on demand products with fixed unit pricing Call-Off Schedule 5 – Pricing Details which includes but is not limited to: forms, leaflets, claim packs, banners, posters, folders and envelopes for the Buyer.

**Non-core Products – Request For Quote (RFQ) Pricing / One-off Specifications**

## The Supplier shall provide various printed products where best market price at point of ordering is expected, which includes but is not limited to: forms, leaflets, claim packs, banners, posters, folders, envelopes, for the Buyer.

**Claim Pack Fulfilment**

## The Supplier shall:

1. Provide a claim pack fulfilment service, i.e. to issue claim packs on request for a range of benefits; and
2. Dispatch the appropriate claim pack, business reply envelopes and any inserts direct to the customer in the format required e.g. standard print, large print. The Supplier will be provided with claim pack instructions to ensure the correct pack contents are dispatched.
3. Use the most cost effective of the Buyer’s postal accounts in each instance.
4. Work directly with the identified postal providers operating the postal accounts e.g. Royal Mail Online Business Account; UK Mail. This could be internet based access via a URL. This also includes the need to print postal manifests on a daily basis to accompany each mailing collection,
5. Produce data to accompany all mailed items regardless of mail provider to enable validation of postage costs; and
6. Provide supporting information including:
   1. The transition team organisation chart; and
   2. Description of the job roles and the time allocated to the DWP transition activity - including but not limited to the online catalogue SOP Zanzibar and CAF tool for claim pack fulfilment including process maps for each of the services.

**Configurable / Template Products**

## The Supplier shall provide personalised/tailored items using web-to-print functionality which include but are not limited to: name badges, letterheads, date stamps, business cards, compliment slips, wall plaques, configurable marketing products, event literature (usually A5-A1), and bespoke rubber stamps.

## The Supplier shall deliver the end-to-end process from developing and hosting, creating and amending online templates, to personalisation, approval, print, delivery and billing.

**Alternative Formats**

## The Buyer is committed to providing products for people with specific needs, as well as those covered under the Equality Act 2010. For any services that require this the Supplier shall:

1. Arrange conversion and production in the formats outlined below including but not limited to:
2. Braille – Unified English Braille (default) and Standard English Braille (on request) are available in Braille Type 1 un-contracted and Type 2 contracted.
3. Audio – CD, DVD, Audio Cassette and MP3.
4. Large print – 16 pt. as standard. Other sizes available on request.
5. Colour paper / colour font.
6. British Sign Language – BSL only, BSL with subtitles, BSL with subtitles and voiceovers. To be provided in but not limited to the following formats:
7. AVI (Audio Video Interleave);
8. FLV (Flash Video Format);
9. WMV (Windows Media Video);
10. MOV (Apple QuickTime Movie);
11. MP4 (Moving Pictures Expert Group 4).
12. Easy read.
13. Welsh language, where although most translation will be done in-house by the Buyer, the Supplier may be required to support translation when required.
14. Web accessible PDF documents (fully accessible to industry standards). Please click the following link to the guidelines [understanding-wcag](https://www.gov.uk/service-manual/helping-people-to-use-your-service/understanding-wcag)
15. Explore technical options such as but not limited to optical character recognition software to expedite production of alternative formats such as accessible PDFs.
16. Provide flexible and innovative opportunities to improve and scope new communication methods, which are recognised as industry standard. This shall include new technological and digital advances, for example, assisted software.
17. In line with the Buyer’s aim to deliver better communications to disabled customers and meet commitments under the Equality Act 2010, provide ongoing subject matter expertise from within the account management team during the management of the Call-Off Contract to improve the delivery of alternative formats.
18. Send communications direct to the recipient, i.e. the end customer.

# Secure print

## When and where identified, the Buyer will require enhanced security on certain products. This may include but is not limited to:

1. access to certain print artwork on a limited, authorised basis;
2. production in a secure, segregated environment by named staff of the Supplier;
3. restrictions on ordering to named staff from the Buyer; and
4. fulfilment of personalised items (i.e. identity cards).

## In the case of secure identity cards (and potential future products) production includes specialised anti-counterfeiting devices such as 3M colour floating image authentication. The Supplier shall work with the Buyer and as required the incumbent supplier to identify solutions within the current specialist supply chain.

# Stock management and distribution

## The Buyer has a requirement for a combined warehousing and print-on- demand service. The Supplier shall:

1. Dispatch all items per order in the same consignment, therefore minimising the delivery charges paid by the Buyer. This includes where the Supplier uses third party suppliers in addition to their own production facilities. Where the dispatch is using the Buyer’s courier service the defined weights and sizes per dispatch must be adhered to.
2. Pick and pack all orders received within the agreed service levels as defined in Call-Off Schedule 14 – Service Levels.
3. Provide secure storage for a number of products in a secure environment as required by the Buyer during the Call-Off Contract Period of this Contract.
4. Provide the Buyer with a sustainable and cost effective service including stock management through provision of up-to-date stock related reports as per Section 12 – Performance Monitoring.
5. Arrange delivery through the Buyer courier contract to locations included within the Buyer courier network (internal departments, key suppliers and third party sites) and otherwise via their own courier/delivery options.
6. Access the URL for the current courier service into a portal provided by the courier service provider, via the internet with a secure password and email address. The current courier service provider will provide thermal printers for the printing of address labels. Polylopes and address labels will be provided by the Buyer as appropriate.
7. Support the Buyer by incorporating any subsequent necessary changes to warehousing and print on demand services should the Buyer courier contract be re-tendered within the term of the Call-Off Contract.
8. Work with the incumbent supplier to ensure a smooth transition of existing stock if applicable during contract implementation.
9. Purchase the current stock obligation (13 weeks’ usage) of all stock product lines at the commencement of the Call-Off Contract. This should be used as an indicative figure as the stock holding at the commencement of the Call-Off Contract is likely to be different.
10. Hold a maximum of 13 weeks’ stock for the designated stocked products, unless otherwise specified. The replenishment of any stock product will be authorised by the product owner prior to the Supplier reprinting. The Buyer will purchase any remaining stock should a product become obsolete.
11. Within 6 months of the Start Date, offer a detailed proposal for how best to ensure an efficient balance between product cost and minimal inventory, utilising print on demand where appropriate. The effectiveness will be included within the management information pack as defined in Section 12.
12. Ensure secure destruction where the Buyer has authorised destruction.
13. Ensure that any storage facility is in a location that optimises cost for DWP.
14. Ensure that any storage facility is resilient to natural disaster, eg flooding.

# Digital Solution AND Transformation

## The Buyer is committed to moving to a more digital service to enable the streamlining of access to systems, further paper reduction, the use of more cost effective processes and further efficiencies. However, the timescales for achieving a more digitised solution are unknown. Nevertheless, suppliers should take into account the Buyer’s commitment to a digitised solution when reviewing this Schedule and analysing any supporting volumes.

# Contract management including PERFORMANCE MONITORING

## Performance Review Meetings will be combined with Operational Board and Risk Management meetings required in accordance with Call-Off Schedule 15 – Contract Management.

## The Supplier shall provide the Buyer with Performance Monitoring Reports in accordance with Call-Off Schedule 14 – Service Levels and this Call-Off Schedule 20. An illustrative example of a report is included at Annex B “Illustrative monthly report.xlsx”, but reports will as a minimum:

1. be in agreed formats (for example, MS PowerPoint, Word and Excel) for a full calendar month
2. be presented in graphs, charts and expandable tables where appropriate
3. be accompanied by evidence to support the reporting on an ongoing basis.
4. include:
5. **Dashboard -** comprising as a minimum total spend, total orders, postal and courier volumes, savings tracker, SLA Performance indicator – green/amber/red, successes / initiatives/ issues, threats/ learning & key activities in month/CSR summary/key activity for next month. This needs to be capable for analysis by the Buyer.
6. **Contract performance** - Performance against each SLA as defined in Call Off Schedule 14 – Service Levels.
7. Explanations for SLA failures
8. Improvement action plan
9. Added value performance
10. **Financial performance** - Spend analysis i.e. by service line, cost centre, product type, supplier etc. and savings analysis

## Reports will be provided no less than 5 working days in advance of a scheduled meeting.

## In addition, the Supplier shall provide the Buyer with:

### Stock management reporting – Stock levels, usage, obsolescence, wastage and expiry dates

### Improvement action plan

### Added value performance

### Ad hoc requests for management information when required

# Ordering of Goods

## The Buyer’s requirement is for orders to be processed online wherever possible, however, the Supplier shall provide a number of options for internal and external users to order products as follows:

### **Online**

### 

1. Core - fixed price / predefined specifications:
2. Stock call offs.
3. Print on demand – non personalised.
4. Configurable – personalised/template.
5. Secure print products.
6. Non-Core – one off / RFQ:
7. New / bespoke product requests.
8. Updating existing products.
9. Secure File and data transfer:
10. Alternative formats.
11. Fulfilment packs.

### **Contact Centre**

1. Email / phone calls
2. Internal and external (Other Government Departments, charities and voluntary bodies etc.) orders where users are unable to access online ordering system.
3. The Supplier shall provide customer service for all enquiries.
4. The Supplier shall match service hours to those of the Buyer, which are subject to change over the term of the contract (including any extensions). Current service hours are; Monday to Friday 8am to 6pm, Saturday 9am to 5pm and including dates when Bank Holidays in Northern Ireland and Scotland can differ from those in England and Wales.
5. There is an intention to extend the opening hours to 8pm in the future (Monday to Friday only).
6. Call volumes and queries shall be logged and provided to the Buyer as part of the contract management information.

## To maintain continuity for the Buyer’s users, the Supplier shall use the current product reference codes within the online catalogues, to enable users to identify the correct product.

## The Supplier shall review all orders to ensure the quantities requested are reasonable. For example, where the user has ordered 10 items not realising these come in packs of 100.

## For online ordering, referenced in section 13.1 of Ordering of Goods, the Supplier shall provide an integrated suite of technology modules to optimise efficiency and deliver an enhanced user experience.

### **Internal (Buyer Employees)**

## The Supplier shall provide an online application to enable Buyer employees to order services.

## The core functionality of the technology suite for the Buyer employee’s user group will include but is not limited to:

1. Integration with Oracle SOP via Basware.
2. SOP (Single Operating Platform) is the Buyer’s Enterprise Resource Planning (ERP) system and provides finance, procurement, HR and payroll services. This system and contract could be re-tendered within the Call-Off Contract Period. The Supplier is therefore expected to support the Buyer and will incorporate any subsequent changes.
3. It is expected that Buyer employees will access the Supplier’s technology via the Buyer’s Oracle SOP.
4. Orders will be processed within the Supplier’s environment where key fields (including but not limited to contact name, cost centre, order number, detailed cost, quantity etc.) will then be passed to SOP via an agreed protocol i.e. API.
5. The Supplier shall upload, update and maintain the catalogue for the Buyer.
6. All basic online ordering functionality, including but not limited to: product and order search (code, description & quantity), product category grouping, thumbnail images, real-time stock levels and order processing.
7. The whole product cost to be presented to the user at point of ordering (including logistics charges).
8. Order confirmation and dispatch notifications, including confirmation of any cancellations.
9. Online order tracking to show the status of all orders e.g. receipt dispatch or cancellation
10. User level access restrictions.
11. Configurable authorisation functionality.

## The following additional functionality is required for the specific products / services specified below:

1. RFQ functionality, split by:
2. RFQ is available as a function within Basware, the Supplier should consider options for providing RFQ internally within its systems and externally via Basware.
3. Artwork.
4. Production.
5. Delivery.
6. Both template and free text options.
7. Functionality to upload file i.e. image of requirement

### **Configurable / Template Products**

## The functionality should include online templates, allowing user access to personalisation/copy population of pre-defined areas of the template for onward print. The templates should allow for dynamic / real time composition of elements including:

1. Logo;
2. Background colour;
3. Imagery; and
4. Copy.

### **Alternative Formats**

1. Secure transfer of documents to be transcribed;
2. Transcription instructions – free text and predefined options;
3. Rate card pricing functionality; and
4. RFQ functionality.

### **External**

## A number of external organisations (such as contractors, Other Government Departments, voluntary bodies etc.) also require access. The functionality should include:

1. A registration process that obliges all first time users to register providing certain mandatory information:
2. Business / Organisation details;
3. Contact details;
4. Reason codes for requiring documents; and
5. Secure product validation.
6. Login process for all subsequent orders.
7. Maximum order quantities to be defined by user type and product by the Buyer
8. Configurable product availability by user and product type.

# Service assurance

## The Supplier shall ensure that their security capabilities meet the Buyer’s Security Policy and any specific requirements prior to provision of the Deliverables in line with Framework Schedule 6 and the policies below.

## The Security Policies are published on <https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards> unless specified otherwise:

### Acceptable Use Policy;

### Information Security Policy;

### Physical Security Policy;

### Information Management Policy;

### Email Policy;

### Technical Vulnerability Management Policy;

### Remote Working Policy;

### Social Media Policy;

### Forensic Readiness Policy;

### SMS Text Policy;

### Privileged Users Security Policy;

### User Access Control Policy;

### Security Classification Policy;

### Cryptographic Key Management Policy;

### HMG Personnel Security Controls – May 2018 (published on <https://www.gov.uk/government/publications/hmg-personnel-security-controls>);

### NCSC Secure Sanitisation of Storage Media (published on <https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage-media>).

## The Security Standards are published on <https://www.gov.uk/government/publications/dwp-procurement-security-policies-and-standards>:

### SS-001 - Part 1 - Access & Authentication Controls;

### SS-001 - Part 2 - Privileged User Access Controls;

### SS-002 - PKI & Key Management;

### SS-003 - Software Development;

### SS-005 - Database Management System Security Standard;

### SS-006 - Security Boundaries;

### SS-007 - Use of Cryptography;

### SS-008 - Server Operating System;

### SS-009 - Hypervisor;

### SS-010 - Desktop Operating System;

### SS-011 - Containerisation;

### SS-012 - Protective Monitoring Standard for External Use;

### SS-013 - Firewall Security;

### SS-014 - Security Incident Management;

### SS-015 - Malware Protection;

### SS-016 - Remote Access;

### SS-017 - Mobile Devices;

### SS-018 - Network Security Design;

### SS-019 - Wireless Network;

### SS-022 - Voice & Video Communications;

### SS-023 - Cloud Computing;

### SS-025 - Virtualisation;

### SS-027 - Application Security Testing;

### SS-028 - Microservices Architecture;

### SS-029 - Securely Serving Web Content;

### SS-030 - Oracle Database;

### SS-031 - Domain Management;

### SS-033 - Patching.

## The Supplier shall be ISO27001 certified – this shall be deemed to be reference to such items as developed and updated and to any successor to or replacement for such standards, guidance and policies, as notified to the Supplier from time to time.

# Quality Assurance

## The Supplier shall:

1. Maintain product and service quality throughout their own and their supply chain by operating an appropriate quality management system.
2. Provide the Buyer with a plan capturing and addressing all non-conformances which is maintained and updated throughout the duration of the contract (including any extensions).
3. Update their quality management system to meet new and emerging quality standards, including its risk management and disaster recovery plan.

# Exit

## In line with Call-Off Schedule 10 – Exit Management

**Annex B Illustrative monthly report.xlsx**

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