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

1. PURPOSE

1.1 The Ministry of Defence (MOD) seeks to appoint a single supplier to provide a Fully End-to-End Print Management Service from the point of creation to the delivery of the end product in either a printed or digital format as described in this document.

1.2 Crown Commercial Service (CCS) (hereinafter referred to as the "Agent") will manage and facilitate the procurement on behalf of the Authority.

1.3 Ministry of Defence (MOD) will hereafter be referred to as the Contracting Authority.

1.4 The resultant contract will be managed by the Contracting Authority's Print category management team.

1.5 The Print Management Service Contract will be between a single successful Supplier and the Authority, not the Agent.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

2.1 The Contracting Authority protects the security, independence and interests of our country at home and abroad. The Contracting Authority works with our allies and partners whenever possible. The Contracting Authority's aim is to ensure that the armed forces have the training, equipment and support necessary for their work, and that we keep within budget.

2.2 The Authority has 7 military tasks:

2.2.1 Defending the UK and its overseas territories

2.2.2 Providing strategic intelligence

2.2.3 Providing nuclear deterrence

2.2.4 Supporting civil emergency organisations in times of crisis

2.2.5 Defending our interests by projecting power strategically and through expeditionary interventions

2.2.6 Providing a defence contribution to UK influence

2.2.7 Providing security for stabilisation

2.3 More information on the Contracting Authority is available from the following link: https://www.gov.uk/government/organisations/ministry-of-defence

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

3.1 The Contracting Authority has a requirement to put in place a Fully End-to-End Print Management Service.

3.2 The Contracting Authority's print requirements are diverse, vary in volume and require the use of various print production processes, including but not limited to; digital, lithographic and screen printing; and the provision and reproduction of electronic media.

3.3 The Contracting Authority will manage this contract through its Print Category Management team who will handle all Contract Management activities for the duration of this contract.

3.4 The Contract will cover all UK mainland and overseas requirements for the Contracting Authority, its Arm's Length Bodies and Associated Charities.

3.5 The Contract duration is for four (4) years.

4. DEFINITIONS

Expression or Acronym	Definition
CP&F	Contracting, Purchasing and Finance
DEFCONS	Defence Conditions
DEFFORMS	Defence Forms
Demander	The end user within the Contracting Authority
Supplier	The Primary supplier of this contract.
Sub-Contractor	The secondary supplier- subcontracted by the Primary Supplier

5. SCOPE OF REQUIREMENT

5.1 The scope of the requirement is to provide a Fully End to End Print Management Service to the Contracting Authority, its Arm's Length Bodies and Associated Charities.

5.2 The Contracting Authority defines the fully end to end Print Management Service as from point of job creation to delivery. The service is a combination of Business as Usual requirements and Bespoke services for the Contracting Authority.

5.3 The End to End Print Management Service shall include but not be limited to the following Products and Services;

5.3.1 Technical Publications

5.3.2 Operational Print

5.3.3 Pads / NCR Work

5.3.4 Reports

5.3.5 Forms

5.3.6 Directories

5.3.7 Periodicals & Magazines

5.3.8 Printed Envelopes

5.3.9 Inserts & Enclosure for CD/DVD's

5.3.10 Booklets

5.3.11 Business Cards

5.3.12 Media Duplication (CD/DVD)

5.3.13 Brochures & Leaflets

5.3.14 Business Stationery

5.3.15 Labels (Pharmacy etc)

5.3.16 Catalogues

5.3.17 Loose Leaf Publications

5.3.18 Signage (Internal and External)

5.3.19 Posters

5.3.20 Maps

5.3.21 Surveys

5.3.22 Printed & Embossed Binders

5.3.23 Exhibition Stands (Pop Up Stands, Pull Up Banners)

5.3.24 Promotional Items (Printed Pens, Mugs, Tee Shirts, Sportswear, Lanyards, etc)

5.3.25 Printed Gazebos

5.3.26 Vehicle & Trailer Livery

5.3.27 Printed Folders & Tab Dividers

5.3.28 Microfiche Services

5.3.29 Basic Design Services

5.3.30 Print Management, Advice and Consultancy

5.3.31 Print Finishing

5.3.32 Digital Asset Management

5.3.33 Distribution, Logistics, Warehousing and Stock Management

5.3.34 Alternative Formats - Braille, Large Print, Easy Read, Welsh Language, Web accessible PDFs

5.3.35 Supply of Specialist Printing Paper

5.4 Ordering Business as Usual

5.4.1 The Supplier shall, on a job by job basis, source and place print with the most suitable print provider to meet the demander's requirements and demonstrate that value for money has been achieved.

5.4.2 Requests are made on an order by order basis by the demander. The default ordering system will be the Contracting Authority's purchase to pay system, CP&F. The Supplier will be expected to facilitate orders placed by phone, fax, e-mail or in person when required.

5.4.3 The Supplier shall log all orders on their Web based Print Portal.

5.4.4 Key to the Contracting Authority's requirement is transparency of costs, evidence of value for money, auditability, benefits tracking, management information, ease and efficiency in connection with job ordering, tracking and payment.

5.4.5 The Supplier shall check and validate all orders to ensure the print specification is fit for purpose, highlight any risks or technical issues, and where appropriate work with the Contracting Authority's demander to develop a more cost effective printing alternative that meets business needs.

5.4.6 The Supplier shall monitor the progress of all tasks and liaise with the demander and Sub-Contractor to ensure that no changes to specification

are actioned without prior approval of the demander. The Supplier shall arrange production of proofs where required by the demander and await approval before proceeding to full production.

5.4.7 The Supplier shall provide job tracking reports as and when requested by the Contracting Authority's demanders to monitor order processes across the Estate.

5.4.8 As part of the day to day activity of managing the Contracting Authority's print requirements, the Supplier shall seek opportunities for further efficiencies including but not limited to storage and distribution, product rationalisation and standardisation.

5.4.9 The Supplier shall implement all reasonable requests from the Contracting Authority to achieve government targets in connection with waste management, recycling and sustainable sourcing as published by DEFRA. https://www.gov.uk/government/publications/2010-to-2015-government-policy-waste-and-recycling/2010-to-2015-government-policy-waste-and-recycling

5.4.10 The Supplier shall ensure all quotation(s) are provided as a fixed price (plus VAT where appropriate) for each item requested by the demander within One (1) working day.

5.4.11 All quotations shall be valid for 90 days.

5.5 Delivery Business as Usual

5.5.1 The Supplier shall be aware that delivery points differ in size and accessibility and that delivery shall accommodate the individual delivery points handling requirements. The Supplier shall provide, and remove all pallets, containers and cages as required and adhere to UK and EU legislation for the disposal of packaging.

5.5.2 Demanders will specify delivery locations.

5.5.3 The Supplier shall ensure all deliveries are completed within the Service Level Agreement stated in Section 15 of this Attachment 3 - Statement of Requirements.

5.5.4 The Contractor shall be responsible for raising the appropriate and necessary paperwork relating to overseas consignments including but not limited to TREM (Transport Emergency) cards, Dangerous Goods by Air Notes, Customs Clearance Priced Invoice, Certificate of Origin etc.

5.5.5 For items delivered to a UK point of embarkation, the Contractor shall ensure that the contents are not identifiable.

5.6 Systems

5.6.1 The Supplier shall ensure an e-business infrastructure is in place to achieve a rapid market price obtained through competition and which demonstrates that the prices obtained are best market prices giving value for money in terms of quality, delivery and cost.

5.6.2 To ensure Service Levels are maintained as per section 15 of this Attachment 3 Statement of Requirements, the Contracting Authority's category management team are to be given direct access to the Suppliers web-based print portal, allowing live access to view quotes, specifications and pricing.

5.7 Transfer of Undertakings (Protection of Employment) (TUPE)

5.7.1 Advice and support for the Contracting Authority's customers is of paramount importance throughout the life of the contract and the Supplier is to ensure that sufficient support structures and systems are in place to meet this requirement.

5.7.2 Key to continuity of the service is retention of the current print buying team via TUPE. This team of Six (6) have been supporting the Contracting Authority under a number of different contracts since 2000; they provide a critical service to the Contracting Authority with their subject matter expertise, considerable knowledge of the Contracting Authority's print requirements and knowledge of key stakeholder groups. The teams responsibilities include but are not limited to: Taking and interpreting demanders job briefs, sourcing activities, stock management, MOD Brand management and control, attendance at MOD Heads of Profession forums (when required), accompanying demanders to sub-contractor premises for press passes etc, production of spend reports, specification consultancy, operating a help desk facility which deals with all customer enquiries, invoicing queries and aged debt resolution.

5.7.3 All TUPE Costs will need to be included into the Management Fee and not presented as a lump sum.

5.7.4 For full details of the TUPE Considerations for this requirement, please refer to Attachment 3 Annex A - Anonymised Employee Data

5.8 Sub-contracting and On-boarding

5.8.1 For reasons of continuity, operational demands, security and the Contracting Authority's individual demander's requirements the Supplier will be required to on board a number of Sub-Contractors at commencement of the new contract. A list of Sub-Contractors will be provided to the Supplier after award. It is imperative that continuity of service is not disrupted.

5.8.2 The Supplier shall manage sustainable relationships with its Sub-Contractors in the supply chain, in turn managing quality, cost and logistics risks where applicable.

5.8.3 The Supplier shall optimise supply chain processes and capabilities in order to achieve the most cost effective and efficient service to the Contracting Authority. The Supplier should also demonstrate a commitment to exploiting emerging technologies.

5.8.4 The Supplier shall be committed to obtaining value for money for the Contracting Authority by reviewing costs from Sub-Contractors and negotiating best value for money on behalf of the Contracting Authority.

5.8.5 The Supplier shall ensure all KPI's / SLA's are met in relation to the quality of the supply chain in delivering acceptable goods and services as per section 15 of the Attachment 3 Statement of Requirements.

5.8.6 The Supplier shall detail procedures adopted when selecting, managing and on boarding sub-contractors.

5.8.7 The Supplier shall provide the Contracting Authority with details of its vetting procedure, issue resolution plans and quality control. These are to be reviewed periodically to ensure compliant procedures are adopted. The Supplier shall detail the degree of involvement in overseeing Sub-Contractors processes and performances.

5.8.8 The Supplier shall detail the relationships with the supply chain and key Sub-Contractors and must provide details of how these relationships are formalised and managed to ensure delivery of this requirement is not disrupted.

5.9 Contract Management

5.9.1 The Supplier shall provide an appropriate level of account management which shall include but not be limited to;

5.9.1.1 Contract management and governance; to include service monitoring, performance levels, SLA's and KPI's;

5.9.1.2 Implementation activity and planning;

5.9.1.3 Industry Best Practice;

5.9.1.4 Opportunities for innovation; and

5.9.1.5 A clear escalation process - names, numbers, area of responsibility and who the primary, secondary and final escalation points inclusive of out of hours contact provisions

5.9.2 The Contracting Authority requires the Supplier to ensure an Account Management structure is in place to manage and oversee all aspects of the end to end process.

5.9.3 The Account manager shall attend all meetings with the Contracting Authority to ensure delivery of a quality service has been achieved, cost savings are recognised, and continuous improvement is identified.

5.9.4 The Supplier shall detail the Account management structure in order to foster and efficiently mobilise multiple demands from the Contracting Authority.

5.9.5 The Supplier shall provide the Contracting Authority with a detailed plan of how the Supplier will manage issues i.e. SLA management and quality arising within the delivery of the fully end to end Print Management Service.

5.10 Implementation

5.10.1 The Supplier shall outline their proposed project implementation plan to clearly state how they plan to manage the transition of services and provide assurance that the Authorities go live date is met. The proposed plan will form part of the Call Off Terms and Conditions.

5.10.2 The Supplier shall carry out due diligence as part of the bid preparation process to ensure that implementation plans and costs take account of all potential dependencies and risks inclusive of those associated to system/process integration, installation, connectivity or other I.T. activity as required by the Contracting Authority. The Supplier shall be liable for all costs for set up of any supplier system or process that is integral to the delivery of the service provision.

5.10.3 Implementation plans shall clearly identify but not be limited to all of the following subject areas:

5.10.3.1 The Supplier's project Manager(s)/Account Manager during implementation;

5.10.3.2 All associated risks and include mitigations, including any site-specific dependencies;

5.10.3.3 IT Requirements planning and implementation;

5.10.3.4 Agreeing preparation, documentation and hand-over Requirements;

5.10.3.5 Developing communications plans;

5.10.3.6 Developing User Guides; and

5.10.3.7 Carrying out test process dry runs;

5.10.3.8 All known dependencies as well as clearly indicating the dependencies placed on the Contracting Authority to ensure implementation is achieved; and

5.10.3.9 The implementation escalation process.

5.10.4 The Contracting Authority reserves the right to request further detail or subject headings as applicable with final implementation plans requiring the Authorities' sign off prior to initiation.

5.11 Business Continuity and Disaster Recovery

5.11.1 Business continuity and disaster recovery plans which align to a code of practice such as ISO22301. The Supplier shall supply the contents of these plans to the Contracting Authority.

5.11.2 The Supplier shall test their business continuity arrangements no less than once per annum. Outcomes of these tests or exercises must be made available to the Contracting Authority in writing within 14 days of a request being made.

5.11.3 BCDR Plans shall consider subjects including but not limited to:

5.11.3.1 Inclement weather conditions and pandemic situations;

5.11.3.2 Site failure;

5.11.3.3 Electrical faults;

5.11.3.4 Server failure;

5.11.3.5 Data corruption;

5.11.3.6 Cyber attack

5.11.3.7 Flooding, and other disaster;

5.11.3.8 Industrial action.

6. THE REQUIREMENT

6.1 Print Production and Fulfilment

6.1.1 The Supplier will be required to offer a print service to the Contracting Authority covering a full range of printed items to include but not limited to Technical Publications, Marketing and Promotional items, Forms, Leaflets, Business Cards, Magazines and Envelopes

6.1.2 Following receipt of requests for quotations from the authority's demanders, the Supplier shall follow the procedures and adhere to the timescales required as stipulated by the service levels within the Call Off Contract.

6.1.3 Print products shall mostly be produced in English with some lower volumes required in Welsh. However, the Supplier shall ensure that print products that are required in other languages are available on request as and when required.

6.1.4 When required the Supplier will be expected to supply and arrange delivery through the Contracting Authority's Storage and Distribution depot currently based at HM Naval Base, Portsmouth.

6.1.5 Overseas deliveries must be directed through British Forces Post Office (BFPO) Northolt.

6.2 Stock Management

6.2.1 When required the Supplier shall provide the Contracting Authority with a sustainable and cost-effective stock management service.

6.2.2 The stock management service shall include anything that is in scope of this requirement and will be based at either the Supplier or Sub contractor's premises.

6.2.3 The Supplier shall offer proposals for how best to maintain an efficient balance between product cost, lithographic / digital production methods and minimal inventory, which may include warehousing.

6.3 Access to a Range of Print Production Methods

6.3.1 The Authority's print requirements are diverse, vary in volume, require the use of various print production processes and shall require the Supplier to provide low cost print runs through to high value orders.

6.3.2 The Supplier will be required to source the following product types as a minimum, in varying volumes:

6.3.2.1 No Carbon Required (NCR) pad sets

6.3.2.2 Pads that may be bound in boards

6.3.2.3 Forms

6.3.2.4 Reports

6.3.2.5 Brochures

6.3.2.6 Leaflets

6.3.2.7 Flyers

6.3.2.8 Magazines

6.3.2.9 Posters

6.3.2.10 Newsletters

6.3.2.11 Business cards

6.3.2.12 Signage

6.3.2.13 Business stationery

6.3.2.14 General marketing literature

6.3.2.15 Promotional items

6.3.2.16 Maps / Charts

6.4 Large format Print

6.4.1 The Supplier will be expected to handle orders for large and wide format print requirements on a variety of substrates, including but not limited to paper, board, metal, glass, canvas, fabrics and plastic.

6.5 Binders, wallets and folders

6.5.1 The Supplier will be required to supply a range of standard and bespoke sized and designed binders, wallets and folders in a range of material including but not limited to papers, boards, PVC and plastics.

6.5.2 The Supplier will be required to source printing services including any separators to be inserted into the binders, wallets and folders on a range of substrates including paper, boards and plastics.

6.5.3 The Supplier will be required to source any printed items for insertion into final binders, wallets and folders including the collation of these into the folders, binders and wallets.

6.6 Print Finishing

6.6.1 The Supplier will be required to source a full range of finishing services set out as below, but not limited to:

6.6.1.1 Binding (including perfect / burst binding)

6.6.1.2 Saddle stitching

6.6.1.3 Drilling

6.6.1.4 Die cutting

6.6.1.5 Folding

6.6.1.6 Varnishing

6.6.1.7 Laminating

6.6.1.8 Trimming

6.6.1.9 Creasing

6.6.1.10 Perforation

6.6.1.11 Wire stitching

6.7 Exhibition stands and services

6.7.1 The Supplier will be required to source banner and pop up stands when required, including but not limited to: roller banner stands, banner stands with interchangeable cassettes, and tension banner stands.

6.8 Design

6.8.1 The supplier will be required to offer a design service which shall include, but not be limited to;

6.8.1.1 Creative page layout services;

6.8.1.2 The creation and supply of artwork ready for print and digital publishing;

6.8.1.3 Retouching services;

6.8.1.4 The interpretation and application of the Contracting Authority's Brand guidelines.

6.9 Alternative Formats

6.9.1 The Supplier will be required to provide products for people with specific needs, as well as those covered under the Equality Act 2010. These include but are not limited to:

6.9.1.1 Braille – Unified English Braille (default) and Standard English Braille (on request) are available in Braille Type 1 un-contracted and Type 2 contracted.

6.9.1.2 Audio – CD, audio cassette and MP3.

6.9.1.3 Large print – 16 pt. as standard. Other sizes available on request.

6.9.1.4 Colour paper / colour font.

6.9.1.5 British Sign Language – Offered through the contract is BSL only, BSL with subtitles, BSL with subtitles and voiceovers.

6.9.1.6 Easy Read.

6.9.1.7 Welsh language

6.9.1.8 Web accessible PDF documents (fully accessible to industry standards)

6.9.2 Web accessible PDF documents (fully accessible to industry standards)

6.10 BESPOKE REQUIREMENTS

6.10.1 The Contracting Authority has a number of bespoke requirements (detailed in annexes at the bottom of this SOR) which have their own specific handling instructions that the Supplier must adhere to. These are as follows;

6.10.1.1 Annex A - Contingency Requirements for The Defence Geographic Centre

6.10.1.2 Annex B - Print, Storage, Retrieval & Direct Distribution Service for Army Publications

6.10.1.3 Annex C - Storage, Pick, Pack & Delivery Requirement for Veterans UK

6.10.1.4 Annex D - No.1 Aeronautical Information Documents Unit (No.1 Aidu) Requirement for the Printing, Finishing, Warehousing And Despatch Of Charts And Aeronautical Information

7. KEY MILESTONES AND DELIVERABLES

7.1 The following project milestones shall apply:

Milestone/ Deliverable	Description	Timeframe or Delivery Date
1	Contract Commencement	TBC
2	Account manager appointed and contact details/email for requests provided	Within week 1 of Contract Award
3	Implementation meeting	Within week 1 of Contract Award

8. MANAGEMENT INFORMATION/REPORTING

8.1 The Supplier shall provide on a monthly basis accurate, timely and comprehensive management information to the category management team on all activities related to this Contract. Format to be agreed at implementation meeting and subject to periodic review by the Contracting Authority.

8.2 The Supplier's reports shall include as a minimum the following management information covering the preceding calendar month and linked to the Contract KPIs:

8.2.1 Total number of customer enquiries received

8.2.2 Total number of quotations provided

8.2.3 Total value of quotations provided

8.2.4 Total number of quotations provided to time

8.2.5 Total number of orders placed

8.2.6 Total value of orders placed

8.2.7 Total number of orders right first time

8.2.8 Total number of orders rejected including explanation

8.2.9 Total number of complaints received under the headings, ordering, delivery, quality, payment, cost and other issues

8.2.10 Total number of orders where revised specifications have been greed resulting in reduced costs

8.2.11 Total value of orders with revised specifications and the value of the reduction achieved.

8.2.12 Total value of orders with revised specifications and the value of the reduction achieved.

8.2.13 Overall analysis of commodity price savings as a result of competitive market pricing.

8.2.14 Total savings achieved through standardisation, rationalisation

8.2.15 Total savings achieved through any other measures

8.2.16 Total lost savings opportunities with regard to specification consultancy or sourcing advice not taken

8.2.17 Total deliveries (to include a description of the requirement).

8.3 The Contracting Authority reserves the right to request ad hoc reporting as and when required.

8.4 Reports must be issued to the Contracting Authority on the frequency specified above in Word or Excel format.

9. VOLUMES

9.1 There is no guarantee given by the Contracting Authority in respect of the volumes of transactions or aggregate value of the Services which the Contracting Authority shall require the Supplier to provide during the Contract Period.

9.2 Contracting Authority's Historical Spend.

Historical Spend	
Contract YR 1 (17/18)	Approx. £4.8m
Contract YR 2 (18/19)	Approx. £6.7m
Contract YR 3 (19/20)	Approx. £5.7m

9.3 Contracting Authority's Active Clients

Active Clients	
Total number of active clients across the department	Approx. 750
Approx. 80% of spend	With top 30 clients

9.4 Contracting Authority's Order lines and Subcontracting Volumes

Order Lines	Approx. 5000 per year
Sub- Contractors	Approx. 70 different sub-contractors used per year.

10. CONTINUOUS IMPROVEMENT

10.1 The Supplier will be expected to continually improve the way in which the required Services are to be delivered throughout the Contract duration.

10.2 The Supplier should present new ways of working to the Authority during quarterly Contract review meetings.

10.3 Changes to the way in which the Services are to be delivered must be brought to the Authority's attention and agreed prior to any changes being implemented.

11. SUSTAINABILITY

11.1 Where practical the Contracting Authority follows the Government Buying Standards for Paper and the requirements for Printed Publications.

11.2 Government Buying Standards for Paper and Paper Products can be found at the below link:

https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-paper-and-paper-products

11.3 Government Timber Policy can be found at the below link:

https://www.gov.uk/guidance/timber-procurement-policy-tpp-prove-legality-and-sustainablity

12. QUALITY

12.1 The Supplier shall be responsible for the quality of all articles or services obtained through Sub-Contractors.

12.2 All service lines will conform to the British Standards for print and there will be no reduction in quality following transition.

12.3 The Supplier shall maintain product quality by operating an appropriate quality assurance system.

12.4 The Supplier shall provide quality assurance throughout the Contractor's supply chain, including the operation of all relevant ISO industry standards.

12.5 The Supplier shall provide the Contracting Authority with a Quality Plan which is maintained and updated throughout the duration of the contract.

12.6 The Supplier shall update the Quality Plan to meet new and emerging quality standards. Includes risk management and disaster recovery plan.

12.7 The Supplier shall provide assurance against the quality standards and inform the Authority where quality falls short.

13. PRICE

13.1 Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

13.2 Pricing model shall consist of Bought in Value (Fixed, non-variable price inclusive of delivery, obtained via competition) + Management Fee (Contractors cost to serve and profit)

13.3 Post and Packaging will be included in the pricing submitted.

13.4 The Contracting Authority will require the Management Fee to be fixed for two (2) years.

13.5 Pricing for requirements must be obtained by the Contractor through effective market competition.

13.6 The Contracting Authority will require the Contractor to compete specifications for all orders with a minimum of five (5) suppliers to obtain the best value offering.

13.7 The Contractor will provide a fixed quotation to the customer valid for ninety (90) days.

13.8 The Contractor is to agree to levy no Management Fee against the following:

13.8.1 Royal Mail postal costs

13.8.2 Artworking and page layout Rate Card

13.8.3 Design and Creative Rate Card

13.8.4 Typesetting Rate Card

13.8.5 Copy Editing Rate Card

13.8.6 Proof reading Rate Card

13.8.7 Translations Rate Card

13.8.8 Alternative Formats Rate Card

14. STAFF AND CUSTOMER SERVICE

14.1 The Supplier shall provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service.

14.2 The Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Contract to the required standard.

14.3 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.

15. SERVICE LEVELS AND PERFORMANCE

15.1 The Contracting Authority will measure the quality of the Supplier's delivery by:

THRESHOLDS

Good: The supplier is meeting or exceeding the KPI targets that are set out within the contract.

Approaching Target: The supplier is close to meeting the KPI targets that are set out within the contract.

Requires Improvement: The performance of the supplier is below that of the KPIs targets that are set out within the contract.

Inadequate: The performance of the supplier is significantly below that of the KPIs targets that are set out within the contract.

KPI/SLA	Service Area	KPI/SLA description	Target
1	Delivery timescales	The Contractor delivers all print requirements to the agreed destination by the agreed date/time	Good: 99% and above Approaching target: 98% and above Requires Improvement: 97% - 97.9% Inadequate: 96.9% and under
2	Performance/ Quality	The Contractor ensures all goods received are correct first time in accordance with the order.	Good: 98% and above Approaching target: 97% and above Requires Improvement: 96% - 96.9% Inadequate: 95.9% and under
3	Support response	The contractor acknowledges order placement to demander within 1 working day of placing the order.	Good: 99% and above Approaching target: 98% and above Requires Improvement: 97% - 97.9% Inadequate: 96.9% and under
4	Support response	The Contractor agrees final specification to demander's satisfaction and in accordance with	Good: 98% and above Approaching target: 97% and above

		required standards, within the timescale agreed between the demander and the supplier.	Requires Improvement: 96% and above Inadequate: 95.9% and under
5	Support response	The Contractor provides quotation on agreed specification within 1 working day unless otherwise agreed with the demander.	Good: 99% and above Approaching target: 98% and above Requires Improvement: 97% and above Inadequate: 96.9% and under
6	Support response	The Contractor submits Monthly Reports to the Authority's nominated representatives (as advised by the Contracting Authority) within 10 working days of the end of each calendar month.	Good: 98% and above Approaching target: 97% and above Requires Improvement: 96% and above Inadequate: 95.9% and under
7	Support response	The Contractor is required to maintain a record of all Firm price quotations (plus VAT where appropriate).	Good: 98% and above Approaching target: 97% and above Requires Improvement: 96% and above Inadequate: 95.9% and under

16. SECURITY AND CONFIDENTIALITY REQUIREMENTS

16.1 The Supplier shall adhere to the Contracting Authority's Security standards. Work under the contract may involve access to information classified as Official and Official - Sensitive. For printing requirements at this level, the Security Conditions are detailed at Annex E.

16.2 All classified information shall be returned or destroyed upon completion or determination of the Contract and the Supplier shall certify that this has been done; unless written authorisation is given for their retention for use on the Contracting Authority's other Contracts.

16.3 Where the Supplier is required to process personal data on behalf of the Contracting Authority, the Supplier shall process, safeguard and dispose of the personal data in accordance with the provisions of the Data protection Act 1998, the Data Handling Review, Security Policy Framework and the specific aspects of personal data handling set out in Industry Security Notice 2010/01, which must be fully implemented.

https://www.gov.uk/government/publications/industry-security-notices-isns

16.4 A Personal Data Aspects Letter will be sent to the Contractor prior to the "go live" date.

16.5 The Supplier shall also ensure all transfer of data on to CD, DVDs with the caveat that data which is deemed 'Official Sensitive' is copied onto colour coded disks which will be provided by the demander. These disks are serial numbered at source and shall not be annotated in any other way. The Supplier shall ensure that there are no instances of provision of media on other material/media unless the demander obtains an exemption approved by the Contracting Authority's Print Category Management team.

16.6 Security Policy Framework can be found at the below link:

https://www.gov.uk/government/publications/security-policy-framework

17. PAYMENT AND INVOICING

17.1 The Contracting Authority's Purchase to Pay system known as Contracting, Purchasing and Finance (CP&F) is the mandated payment mechanism.

17.2 Suppliers will transact with CP&F via the Exostar platform (https://my.exostar.com/)

17.3 Link to Exostar fees:

https://my.exostar.com/display/TE/Supply+Chain+Platform+%28SCP%29+Supplier+Membership+Fees

17.3.1 Average yearly costs are Approx £3600

17.3.2 All Exostar Costs will need to be included into the Management Fee and not presented as a lump sum.

17.4 Due to not all demanders having access to CP&F (e.g. ALB's, Associated Charities), there may be a requirement on the contractor to accept payments via Government Procurement card and BACS when required.

17.5 Claims shall be made only after completion and delivery of all work as per the respective customer order.

17.6 All invoices to be submitted in arrears.

17.7 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

17.8 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

18. CONTRACT MANAGEMENT

18.1 The Contracting Authority's Print Category Management team will be responsible for monitoring and auditing performance of the Call Off contract. The Print Category Management team will monitor the contract, audit purchasing and oversee payments. Any amendments to the Call Off contract, including any arising from policy changes will be handled by the Print Category Management team.

18.2 Attendance at Contract Review meetings shall be at the Supplier's own expense.

19. LOCATION

19.1 The location of the Services will be carried out at the Supplier's premises and delivered within the UK.

20. ADDITIONAL INFORMATION

20.1 Call-Off Schedule 17 (MOD Terms) shall apply to this requirement.

ANNEX A - CONTINGENCY REQUIREMENTS FOR THE DEFENCE GEOGRAPHIC CENTRE

INTRODUCTION

Defence Geographic Centre.

The Defence Geographic Centre (DGC) is a unit providing the Land Foundation element of the National Centre for Geospatial Intelligence. DGC provides Foundation Geospatial Intelligence to Defence in the form of maps, air charts and digital products. These are used across Defence, in support of planning, training and operations. A significant proportion of these products are critical to air safety.

Overview of DGC requirement.

A contingency backup print, finishing and dispatch service of documents, maps and charts. The replication, finishing and dispatch provision for DGC described in this document is required on a contingency basis only as a Business Continuity and “Surge” capability for services that currently exist “in house” at DGC (with the possibility that all DGC bulk print requirements may be satisfied using the contract at some point).

Supply of a range of printing papers and specialist substrates to satisfy DGC requirements for map, chart and document replication.

DETAILS OF REQUIREMENT

Bulk print requirements

The main element of the requirement relates to replication of maps and large format air charts (where “bulk” means, typically, any print run greater than 200 copies) currently carried out within DGC’s Replication and Distribution function using a very large format lithographic printing press and associated finishing equipment. A description of the range of products for bulk replication is detailed below, based on 2019 outputs. New or variant products may be introduced at any time.

There are two elements to the DGC’s bulk print requirements:

Routine requirements - This includes an element of recurring activity (chiefly in respect of large format air charts), routine warehouse “stock topping” tasks, replication of newly produced editions, and other “business as usual” routine requirements, including small exercises and operational requirements.

Operational surge requirements - These will be larger, usually more urgent, requirements relating to specific planned deployments of UK forces, or in support of NATO or specific allies. The “operational surge” element could also include major exercises (which would normally have a significant notice period). Annex **Error! Reference source not found.** provides further detail.

ADDITIONAL ELEMENTS:

Paper - Supply of printing papers and other substrates for DGC’s replication capabilities.

Dispatch contingency service - Contingency service for dispatch functions for both folded and flat products.

Low volume replication contingency service - Replication of lower volumes (generally less than 200 copies) of maps and air charts is conducted in house using a inkjet plotter-based capability. In the case of extended system outage or site denial, a requirement could arise for low volume plotting of any products listed below.

Document replication contingency service - An in-house capability is maintained for bulk reproduction of documents (up to SRA3). In the case of extended system outage or site denial, a requirement could arise for reproduction and binding (typically spiral) of documents.

Data transfer - The preferred route for transmission of print files to the contractor will be via FTP or a cloud-based transfer capability, with use of portable hard disk drives (HDD) or CD/DVD media as fallback options.

POLICIES & STANDARDS:

Copyright rules and regulations - The service must meet all aspects of the Contracting Authority and HM Government copyright rules and regulations.

ISO 9001 quality management - The contracted print service must conform to the ISO 9001 quality management standard.

Security - Materials handling - Compliance is required with MOD standard contractual requirements re. handling of OFFICIAL and OFFICIAL SENSITIVE material (no material or tasks will be required at a higher protective marking under these arrangements). Particular care must be taken in the appropriate disposal or destruction of working and waste material.

STIPULATION FOR PRINT/DISPATCH PROVIDERS TO BE LOCATED IN UK (NATIONAL SECURITY / LOGISTICS):

DGC requires that the bulk print and contingency dispatch services be provided by UK based suppliers, on national security grounds and to ensure that finished goods can be transported quickly to DGC. Much of the work required will be routine and transported from the print supplier(s) to DGC’s distribution hub (warehouse1), however, some tasks would require a rapid turnaround to satisfy operational needs. Any exception to use of a UK supplier will require DCG approval on a case by case basis.

DESCRIPTION OF RANGE OF PRODUCTS FOR BULK REPLICATION (ILLUSTRATION BASED ON 2019 OUTPUTS)

Notes:

SERIES IDENTIFIER	SERIES DESCRIPTOR	COLOURS	TRIM SIZE	DOUBLE-SIDED	FINISHING REQUIREMENTS	AVERAGE RUN	% OF OUTPUT (2019)
1501A	Aeronautical chart for international and joint service tactical operations	CMYK + 2 SPOT COLOURS	559 x 737mm		Folded & Shrinkwrapped	220	1.1%
GSGS 5294	GB topographic Training Area map	CMYK	Various		Flat	3000	1.0%
GSGS 6500	GB topographic Training Area map	CMYK	Various		Flat	7000	49.4%
GSGS 6515	GB topographic Training Area map	CMYK + 1 SPOT COLOUR	1167 x 994mm		Flat	1000	0.3%
GSGS 6577	Brunei topographic map	CMYK	1180 x 730mm		Flat	1000	0.6%
GSGS 6582	GB Range Safety map, OS base with range overprint	CMYK + 1 SPOT COLOUR	610 x 580mm		Flat	1000	0.3%
GSGS 6589	Historical WW2 map	CMYK	738 x 688mm		Flat	1000	2.0%
GSGS 7537	GB Low Flying Chart, OS base with aeronautical overprint	CMYK + 2 SPOT COLOUR	1530 x 1160mm		Flat	400	0.1%
K743G	Iraq topographic map	CMYK	744 x 700mm		Flat	500	0.5%
LFC	European Low Flying Chart, depicting all low-flying information up to 2,000ft	CMYK + 2 SPOT COLOURS	990 x 1390mm		95% Flat, 5% Folded & Shrinkwrapped	2200	8.8%
LFC - Baltic States	European Low Flying Chart, depicting all low-flying information up to 2,000ft	CMYK + 2 SPOT COLOURS	1070 x 1420mm		Folded & Shrinkwrapped	400	0.2%
LFC - Norway	Norway Low Flying Chart, depicting all low-flying information up to 2,000ft	CMYK + 2 SPOT COLOURS	1005 x 1410mm	Yes	Folded & Shrinkwrapped	200	0.2%
LFC & M5219-AIR LEGEND	Textual series legends	CMYK	593 x 296mm		Flat	2700	5.2%
M717	Sweden topographic map	CMYK	943 x 500mm		Flat	400	0.8%
M718	Denmark topographic map	CMYK	816 x 618mm		Flat	400	0.2%
M726-AIR	GB Powerlines & Obstructions helicopter map, OS base with aeronautical overprint	CMYK + 1 SPOT COLOUR	892 x 1000mm		95% Flat, 5% Folded & Shrinkwrapped	2000	15.1%
M745	Germany topographic map	CMYK	750 x 559mm		Flat	400	0.4
M745-TR-Z	Germany topographic Training Area map	CMYK	990 x 590mm		Flat	3000	1.0%
M756	Latvia topographic map	CMYK	704 x 580mm		Flat	450	0.1%
M758	Estonian topographic map	CMYK	635 x 570mm		Flat	250	0.7%
M5219-AIR	UK Special Aeronautical chart	CMYK + 2 SPOT COLOURS	1060 x 1480mm		90% Flat, 10% Folded & Shrinkwrapped	2700	9.0%
M5219-AIR	UK Special Aeronautical chart	CMYK + 2 SPOT COLOURS	1060 x 1480mm	Yes	85% Flat, 15% Folded & Shrinkwrapped	1500	1.0%
M7025	Croatia topographic map	CMYK	752 x 577mm		Flat	1400	1.4%
M8025	Croatia topographic map	CMYK	732 x 526mm		Flat	350	0.1%
TFC(L)	Germany Aeronautical chart	CMYK	736 x 557mm		Flat	200	0.1%
ONC, TPC, TPC(M)	Small & intermediate scale worldwide aeronautical charts	CMYK + 2 SPOT COLOURS	1062 x 1462mm		Folded & Shrinkwrapped	200	0.2%
MISC PRODUCTS	Image maps / topographic maps	CMYK	Various		Flat	500	0.2%

1. The table provides an illustration of the range of different map and chart series printed during 2019; it is NOT an exhaustive list of the products that might be required for bulk replication.

2. DGC holds many hundreds of different product “series” that could conceivably require bulk replication, but in any one year only a relatively small number of different “series” would ever be required, although for some of these series many different sheets might be required.

3. In addition to existing series held in DGC’s Geospatial Library in paper and/or digital form, newly developed series may be tasked for bulk replication. These may be completely “new” series, either newly developed by DGC or produced by other nations, or variants on existing series.

4. Sizes of any products outside the sample shown in the table would be within the overall limits stipulated at Annex H, paragraph 4.

OPERATIONAL SURGE REQUIREMENTS

INTRODUCTION / BACKGROUND

DGC's bulk print requirement consists of a number of "routine" requirements, some cyclical, some ad hoc, which might include some tasks to support ongoing low-level operational or exercise activity, and a potential operational surge requirement. Such a surge would involve larger, usually more urgent, requirements relating to specific planned deployments of UK forces, or in support of NATO or specific allies. The surge element could also include major exercises (which would normally have a significant notice period).

UNCERTAINTY AROUND SURGE EVENTS;

It is entirely possible (and reasonably likely) that in the lifetime of any print contract, no surge event could arise. Equally, the contract period could start with an ongoing surge which endured for the entire lifetime of the contract. Defence planning allows for the need to support a number of concurrent operations, which could potentially (but very unlikely) further increase the surge print requirement.

HISTORICAL ANALYSIS;

Following analysis of historic surge events, with particular focus over the last 15 years, and review of current defence doctrine on provision of hardcopy mapping to support operations, the definition of required surge capacity set out below has been produced. The historical review has considered known changes in the likely scale of demand, but the analysis is ultimately limited by the impossibility of planning definitively for an unknown and undefined event.

TYPICAL PROFILE OF MAJOR SURGE;

Note that an operational surge will typically start with a major, urgent requirement to generate stocks of significant map coverage ahead of the actual start of an operation; if the operation endures there will then be further significant requirements as mapping is updated or newly produced.

MIX OF PRODUCTS / PRINT RUNS;

The number and mix and quantity of products required for any particular operation will depend on a range of factors, including the type of force being deployed, the area of operations, the availability of mapping, the size of force being deployed, what stocks are being provided to allies on a burden sharing basis. The mix of products shown below is therefore merely indicative as a possible mix of product sizes and quantities.

QUANTIFIED ILLUSTRATIVE REQUIREMENTS

SHORT TERM SURGE REQUIREMENT– NOT SUSTAINED;

Ability to produce 525,000 single sided sheets in a month.

Assume an indicative mix of large and medium format as follows:

10 large format (ONC / TPC / large town plan or briefing map)

200 medium format[2] (1:250K / 1:100K / 1:50K TLM or equivalent)

[2] Should be possible to do "medium format" products 2-up (or for some sheets 4-up) on a very large format press.

All with a print run of 2,500

Large format products folded, all medium format unfolded flat stock

Assume this level of output only sustainable for limited period, possibly only a month.

LONGER TERM SUSTAINED SURGE REQUIREMENT;

Ability to produce 105,000 single sided sheets each month on a sustained basis.

5 large format (ONC / TPC / large town plan or briefing map)

100 medium format[3] (1:250K / 1:100K / 1:50K TLM or equivalent)

All with a print run of 1,000 copies.

Large format products folded, all medium format unfolded flat stock.

Assume this level of output sustainable on an enduring basis.

PAPER;

For both scenarios, the contractor will need to ensure that a suitably resilient supply of paper meeting (as far as possible) DGC's specification is available (see paper specification requirements stipulated at Annex **Error! Reference source not found.**).

ADDITIONAL REQUIREMENTS / CONSIDERATIONS

The Supplier and service provided must be able to replicate and respond quickly to all DGC print and finish requirements, within the requisite service turnaround times, to the necessary standards and quality, whilst providing best value for money to the Contracting Authority.

The Supplier and service provided must have the ability to replicate and respond quickly to requirements for new types of products, all within the required service turnaround times; DGC's inventory of products and/or requirements is liable to change with minimal notice in reaction to operational demands, which often require new and bespoke products.

The Supplier shall provide all required DGC products in the correct version, in the correct format, to the correct specification and within the specified timeline, at all times.

The Supplier shall process orders and deliver quality finished products in the correct quantities and within the specified timelines, at all times.

The Supplier shall have the ability to respond to very short deadlines and turnaround times.

[3] It should be feasible to print "medium format" products 2-up (or for some sheets 4-up) on a very large format press.

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PAPER SPECIFICATION & PROVISIONING - DETAILS OF REQUIREMENT

INTRODUCTION.

There are two parts to the paper requirement:

Paper specification for bulk print service;

Requirements in respect of paper used by the bulk print supplier i.e. adherence to specification and assurance of paper supply for surge print requirements.

Provision of paper and fabric substrates;

Satisfaction of paper and specialist fabric substrate requirements for plotter-based replication capabilities.

PAPER SPECIFICATION

The Supplier of the bulk print service shall utilise paper meeting a specification that caters for modern map paper manufacturing techniques. The specification shall take into account all requirements for the paper. The Supplier shall agree all amendments to the paper specifications with DGC before their introduction.

The DGC specification outlined below is for guidance only; the current specification is reproduced at the end of this annex.

Woodfree Map Litho:

Use:	Production of high quality maps by offset litho process.		
Fibre Furnish:	100% fully bleached chemical wood pulp. Limited use of or free from added OBA.		
Grammage:	110gsm +/- 5% for ream wrapped 100gsm for bulk packed		
Bendsten Roughness: BS 4420 1990	Max 200ml/min		
Tensile Strength: BS 4415: pt 2: 1986	MD	Target: 4.6 2.7	Minimum: 4.0 KN/m 2.3 KN/m
Folding Endurance: BS 4419: 1980 (1990) Kohler Molin Method	MD CD	Target: 200 100	Minimum: 180 Double Folded 90 Double Folded

Opacity: BS 4432 Pt 3 1980	Min 87.5%
Wet Expansion:	CD Max 3.0%
Linear Dimension:	+/- 2 mm
Sizing:	Hard, engine and surface sized. The surface shall permit erasure by knife or eraser without damage which would impair the insertion of further detail by ink or pencil.
Moisture Content:	Although the paper shall be suitable for use in pressrooms with a wide variety of temperature and relative humidity, the normal range would be between 18ºc - 21ºc and 50-60% RH.

NB: *The minimum figures quoted for tensile strength and folding endurance refer to the minimum results for each individual machine reel.*

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PROVISION OF PAPER AND FABRIC SUBSTRATES TO DGC

DGC will require a range of print substrates for its retained replication capabilities; these include, but are not necessarily limited to the following:

These products are expected to be standard off-the-shelf items. Note that these non-litho use

Ser.	Usage	Dimensions	Packing requirements	Additional details
1	Wide format low volume inkjet plotting	1067mm x 45m	Rolls	Matt coating on one side
2	Wide format low volume inkjet plotting	1524mm x 45m	Rolls	Gloss coating on one side
3	Wide format low volume inkjet plotting	1067mm x 45m	Rolls	Matt coating on one side
4	Wide format low volume inkjet plotting	1524mm x 45m	Rolls	Gloss coating on one side
5	Document copier / binder	A sizes (A4 to SRA3)	Pack sizes varied	Various weights / finishes
6	Fabric plotter	1524mm x 150m	Rolls	Coated polyester on both sides

paper substrates are not required to meet the specification detailed at paragraphs 0-0.

PAPER CONTINGENCY

Contingency Planning is essential as DGC's operational capability (including outsourced bulk print service) must not be compromised by the inability of the Supplier to fulfil their obligation to supply paper to DGC or the inability of the Supplier of the bulk print service to source sufficient stocks of paper. Details of a disaster plan demonstrating that there is no threat to the supply of approved DGC paper must be provided.

PROVISION OF PAPER AND FABRIC SUBSTRATE ORDERING

The Supplier shall be responsible for the receipt and processing of orders, and the delivery of stock. DGC may on occasion have a requirement to place orders outside normal working hours for emergency supplies. In order to do this contact numbers will be supplied.

All demand orders for paper will be made through the MOD's Contracting, Purchasing & Finance (CP&F).

At times of surge or other appropriate requirements, the order may be placed verbally but will be followed up using CP&F immediately.

Upon placement of the order through the on-line system, the Supplier shall acknowledge the order by e-mail. The contractor shall confirm the delivery date, indicating where possible am or pm delivery.

Urgent same day orders placed through the on-line system are to be immediately followed up with a call from DGC direct to the Supplier, to ensure that the order is processed in good time.

In the event of a failure of the on-line system, all orders to the Supplier will be made by way of an email to the Supplier.

Orders placed outside of the on-line system due to system errors, technical faults or time constraints, are to be charged as per usual and not with an added management fee attached.

Delivery of stock by the Supplier shall be next working day unless otherwise agreed; this shall include weekend deliveries at times of surge requirement.

The Supplier shall provide an option covering the supply of additional miscellaneous paper (or fabric substrate) types. The requirement for additional miscellaneous papers is driven by customer requirements and as such a wide variety of stock type is required.

PAPER TURNAROUND TIMES

The Supplier must demonstrate that they can meet and maintain the following two levels of support:

As standard, the Supplier must be able to support next day deliveries where an order is placed before 16:30 hours;

For urgent orders, the Supplier must be able to support same day delivery where orders are placed prior to 13:00hrs; this shall include Bank Holidays and weekends;

The Contractor is to ensure that every attempt to fulfil urgent same day orders placed after 13:00hrs, is made.

PAPER: MANAGEMENT

DGC must in no way be compromised by the inability of a Supplier to fulfil their obligation to supply paper.

The Supplier shall have a disaster recovery plan in place so that no significant threat to the supply of paper to DGC exists.

At times of crisis support the requirement for paper may rise significantly, the Supplier shall have at their disposal a number of paper making sources and have the ability to raise production levels and reduce lead time, to meet this requirement.

PAPER: QUALITY ASSURANCE

The Supplier shall conduct quality assurance to ensure the final product fully meets the specification.

No change should be made to the agreed specification/s without prior consultation and/or paper trials.

There should be no visible variation in shade throughout the stack of paper or between stacks.

Quality rejected stocks shall be uplifted by the Supplier within 24 hours and stocks replaced, or a credit note raised in full.

The Supplier shall be liable for restitution costs at either DGC rates of production and equipment losses, attributable to a fault with the paper stock supplied.

CURRENT PAPER SPECIFICATION

Paper specification being delivered to DGC as at March 2019 is as follows:

DREWSEN SPEZIALPAPIERE

DATA SHEET

PROGEO Map paper -LC 3-

machine finish, superwhite K

Property:	Unit:	Norm:		Main value
substance	gsm	ISO 536		100
caliper	µm	ISO 534		125
relative humidity	%	Hygometer		43
roughness, Bendtsen	ml/Min	ISO 8791/2	TS WS	150 150
breaking length	m	DIN EN ISO 1924-2	MD CD	7000 3500
double folds -Schopper-		ISO 5626	MD CD	260 160
opacity	%	DIN 53146		92
reflectance -R457-	%	DIN 53145		105
whiteness -CIE		ISO 11475		148

The values are targets and might change without prior notice.

DREWSEN SPEZIALPAPIERE GmbH & Co.KG Date: 21.03.2019 / S&Q, Lö

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CONTINGENCY DISPATCH SERVICE - DETAILS OF REQUIREMENT.

INTRODUCTION.

The supplier is to be prepared to provide a business continuity service for receipt, storage and onward dispatch on behalf of DGC. These are the functions normally carried out by the MOD Map and Air Chart Depot (MACD) Warehouse.

This requirement would only be called upon in extreme circumstances e.g. denial of the MACD facility or Feltham site, and would most likely be only activated in respect of a small subset of stocked items with a particular criticality at the time e.g. air safety or operational need. The likeliest scenario would be where high priority items were being printed under the contract, and for whatever reason the MOD Map and Air Chart Depot were not able to take delivery of the said bulk stock to be able to pick individual orders and dispatch.

There is no guarantee of regular, or indeed any, work for the Supplier as contingency dispatch service requests will be on an “as required” or “as necessary” basis.

SERVICE REQUIREMENTS AND PROCESS

Distribution orders from DGC; DGC staff would raise and send distribution orders to the Supplier via email. For urgent orders or at other appropriate times, DGC will raise and send demand orders via other routes such as telephone. Telephone orders will be followed up by a written demand order.

Distribution orders information; The distribution order will include the date, order number, RFI (internal DGC “Request for Information” task reference) number, product details, quantity, distribution list, required delivery date and any special instructions. DGC may amend the way demand orders are raised and communicated at any time with prior notice to the Supplier.

Distribution lists; The Supplier shall use the distribution list(s) provided per order, to establish the full delivery address locations for the purpose of distribution.

Consignment notes; Each individual consignment shall include a printed note based on the order from DGC, including details of the contents of the consignment e.g. map/chart series, sheet, edition, order number and quantity.

Dispatch routes; DGC would provide direction as to the appropriate means of dispatch; the most common standard routes used by MACD are via the Defence Logistics distribution system and via Parcelforce. Defence Logistics collects completed orders from MACD each working day, but no arrangements are currently in place for re-direction of that collection to an alternative fallback location. It is therefore most likely that a commercial carrier route, e.g. Parcelforce, would be used to satisfy contingency orders.

Packing; Small quantities of flat stock items should be rolled and wrapped, or boxed and sealed, with folded items enveloped or boxed. Palletised distribution would only be appropriate for larger quantities if DGC instructed for dispatch via this method into the Defence Logistics system, or for collection by a customer.

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DGC BULK PRINT AND FINISHING

DETAILS OF REQUIREMENT

MATERIALS;

The maps and air charts DGC produce vary in both number of colours and the ink coverage. The ink coverage over the face of the sheet may be as high as 90 per cent of the sheet, or as little as 5 per cent. All inks to be used in the printing of products on behalf of DGC are to be standard Pantone, in either CMYK or spot colours. Further details on current inks in use will be found at the end of this annex; requirements regarding ink types and specifications may be changed at any time by DGC:

To ensure that the Supplier can fulfil the requirements of any urgent job, the Supplier is to hold on-site stocks of the specific paper required.

SPECIFICATION;

The Maps produced by DGC are largely printed by a combination of spot colour and process printing, occasionally on coated stocks. The complexity of the work varies enormously but one thing is common on all work and that is the need for exact registration. It is also of the utmost importance that registration is maintained across the sheet on any subsequent pass.

The Supplier must have a bulk printing and finishing ability capable of providing bulk quantities of maps and air charts up to a size of 1200mm x 1520mm, for the largest products.

All products produced and provided by the Supplier on behalf of DGC, shall meet all DGC colour characteristic, print durability, legibility, finishing, accuracy, timeliness and quality requirements. Once colour is achieved on press, consistency should be maintained throughout the print run from the go (first) sheet to final pull.

All DGC products are to be produced as either a single sided or double-sided printed product as specified by DGC, per order.

All DGC final printed products must be capable of being folded with up to 12 folds (see paragraphs 0-0 below).

ORDERING PROCESS;

Ordering will be achieved through MOD's Contracting, Purchasing & Finance (CP&F) system. A quote will be needed prior to order. For urgent orders or at other appropriate times, DGC will raise and send demand orders via other routes such as email or telephone. Telephone orders will be followed up using the CP&F process.

The demand order will include the date, site, order number, RFI (internal DGC "Request for Information" task reference) number, product details, quantity, distribution list, required delivery date and any special instructions.

DGC may amend the way demand orders are raised and communicated at any time but with prior notice to the Supplier.

PROOFING;

Unless exceptionally agreed beforehand, electronic proofs will be provided via FTP or cloud back to DGC for 'sign-off' before bulk production.

DELIVERY AND MANAGEMENT;

The Supplier shall implement and manage a process from the receipt of printing requests through to bulk delivery of the finished products to DGC. (or in the case of the business continuity point of dispatch to multiple delivery points).

DGC are to provide print ready files via an FTP or cloud based route, or as a fall-back on CD/DVD/HDD media, on an order by order basis (note that print ready files transferred via CD/DVD/HDD media will usually be encrypted).

For any orders where print ready files are supplied via CD/DVD/HDD media, DGC will arrange delivery of media to the Supplier.

The Supplier shall print all DGC products to the required technical and quality specifications.

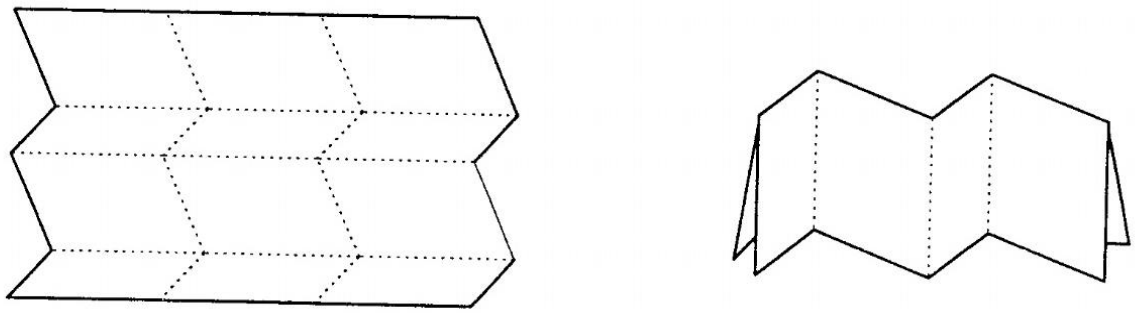
The Supplier is to provide and deliver five (5) flat trimmed copies of everything produced on behalf of DGC, per order, back to Feltham for quality assurance purposes and to ensure that DGC maintain up to date records. Additional copies may be requested by DGC.

The Supplier shall produce ad hoc special products, as required and as requested by DGC.

FOLDING;

Some of the final printed products may undergo folding. This is done using 4, 6, 8 or 12 folds (see fig 1 below). The supplier will ensure that the map paper in use, satisfying the paper specification detailed at Annex **Error! Reference source not found.**, is suitable for this folding technique.

Fig 1



Where products are folded, product identification including any barcodes must be visible on the outermost part of the folded product.

INKS;

During the period 2017-2018 the following inks were stocked and used by DGC:

Category	***Colour***	***Usage***
Standard inks	Black	CMYK
	Cyan	
	Magenta	
	Black	
Additional Inks	Pantone 072	Air Blue
	Pantone 362	Topo Green
	Pantone Purple	Air Information

	Pantone 1815	Red/Brown
	Pantone 032	Air Information
	Pantone 300	Norway Air Information
	Warm Red	Road Information
	Pantone 471	Brown Contours

SMALL FORMAT PRODUCTS WITH SPECIALIST FINISHING REQUIREMENTS;

DGC has an occasional requirement for high volumes of small format (up to SRA3) spiral bound “atlas” products; for bulk requirements has DGC printed the pages in-house with finishing, collation and binding undertaken in house or by a contractor depending on the task size.

DGC will retain an in-house capability for low volumes of such bound documents but may have requirements for bulk production (particularly in the event of an operational surge) of such documents, or contingency requirements for low volumes.

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SERVICE TURNAROUND TIMES

DETAILS OF REQUIREMENT

The standard turnaround times for orders will be in one of three response bands:

Routine / 5 days	Print files and any other materials are to be collected/received five calendar days before completed order is either bulk delivered to DGC, or at point of dispatch to multiple delivery points.

The Supplier is to ensure that collection of print files and any associated materials is in sufficient time for completed orders to be delivered and/or dispatched to the specified deadline(s).

If the collection of the print files/materials is delayed in any way by the Supplier then the timescales for bulk delivery and/or dispatch by the Supplier are to be shortened appropriately, whilst remaining at the same cost to DGC, e.g. a 24hr delay to collection of print files/materials for a routine order, will result in the completed order being bulk delivered/dispatched four calendar days from point of collection by the Supplier, instead of five calendar days and so on and so forth.

DGC reserves the right to request services to alternative turnaround times at any point and as required.

DELIVERY, CARRIAGE AND PACKAGING (BULK PRINTED STOCK)

DETAILS OF REQUIREMENT

DELIVERY DESTINATION:

Deliveries of bulk printed stock will be to the following location, unless (exceptionally) specifically indicated otherwise:

MOD Map and Air Chart Depot (MACD)

Clough Building

Elmwood Avenue

Feltham

Middlesex

TW13 7AH

Tel no: 020 8818 2488 (Warehouse Manager)

DELIVERY TIMES;

Available delivery times into DGC for receipt of bulk printed stock:

- Monday to Friday 08:00 – 15:30 hrs (except Friday – early close at 15:00 hrs)

Deliveries outside of these times are at the discretion of the Warehouse Manager.

Delivery times may be extended under special circumstances such as operational and surge requirements.

CARRIAGE - PALLET REQUIREMENTS AND USE;

Where possible, all deliveries into and on behalf of DGC are to be made on a wooden pallet to the following specification:

NATO 2 tonne winged 4 way entry - Stock No: F3 3990-99-553-9869

All mapping (flat or folded) is to be stacked on standard NATO 2 tonne winged pallets; on the rare occasions when mapping sheets are too large for these standard pallets, i.e. over 1200 mm x 1000 mm in size, DGC can supply alternative oversize pallets (1420mm x 1020mm, or 1500mm x 1110mm).

Pallets are available from MOD Map and Air Chart Depot (MACD) – as detailed above.

Poor quality or damaged pallets will not be accepted. Any pallet received in a dangerous condition and considered to be unsafe for movement will be rejected.

Any consignment delivered on a pallet that is not, in the opinion of the Warehouse Manager or staff, to the specification supplied will be rejected.

Stacking height on any pallet consignment is not to exceed 5,000 flat sheets, or for folded sheets a gross height of 34 inches or 865 mm, including the pallet but excluding any top board.

Multi sheet stacking is acceptable provided the top sheet of each stack is pulled out to demarcate the top of that sheet.

For ease of delivery, speed and cost effectiveness, it may be possible for smaller map orders of circa 200 sheets or less, to be rolled and boxed, or folded and boxed rather than palletised; this decision will be made per order and only with the agreement of DGC.

Partial consignments should be avoided.

Where mixed loads are unavoidable, each separate load is to be individually identified and marked accordingly.

CARRIAGE - PACKAGING

All packaging of finished printed stock should conform to the following minimum standards:

- Pallets are to be machine stretch wrapped or securely banded;
- Pallets are to be labelled with the quantity of boxes per pallet;
- Pallets are to be labelled with their respective weights in kilogrammes;
- Pallets are to be finished with an appropriately sized top board;
- Pallets are to be directly covered with an appropriately sized plastic sheet before packing/loading;
- Medium format folded sheets are to be packed as per DGC instructions on the task;
- Both medium format and large format folded sheets are to have the same information printed and included as an inserted slip with the Ref ID, series, sheet, edition, quantity and order no., which has been folded with the information viewable from the end of the pack;
- If the supplier has suitable counting/tagging equipment, large flat volumes are to be tagged as follows:

  - In 100's with orange tags marking every hundred and blue tags marking every thousand, of each sheet (tags are available from the DGC, Map and Air Chart Depot (MACD) as above)

  - On the lead edge of each pallet i.e. the longest side of a rectangular pallet, which should also be the side of the bottom edge of the mapping;

COLLECTION

Completed orders will normally be delivered to the MOD Map and Air Chart Depot (MACD) Warehouse for receipt, storage and onward dispatch on behalf of DGC (see paragraph 0 above). However, in order to provide sufficient responsiveness for urgent operations, the Supplier shall permit operational bulk requirements to be collected direct from the Supplier's premises, in accordance with specific instructions, whenever requested by DGC. Direct distribution may also be requested in accordance with the Contingency Dispatch Service.

Labelling requirements for any completed orders are: series, sheet, edition, order number and quantity.

SERVICE MEASUREMENT AND MANAGEMENT FOR PRINT AND DISPATCH

DETAILS OF REQUIREMENT

SERVICE MEASUREMENT

Service measurement with regard to turnaround times for print orders is to commence from the time of receipt of the print files via FTP (or other electronic transmission route), or delivery of print disk to the Supplier, or collection of the print disk by the Supplier or by anyone directed to do so on their behalf, or receipt of instructions for a dispatch only order (contingency dispatch service) and complete at the following, as appropriate:

- Point of bulk printed stock delivery to DGC
- Point of dispatch (via route instructed by DGC) to multiple delivery points (contingency dispatch service or if exceptionally instructed for normal bulk stock order)

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SERVICE MANAGEMENT

The service must meet all aspects of the Contracting Authority's and HM Government copyright rules and regulations and be in accordance with the Call Off Terms and Conditions.

The Supplier shall provide all DGC service requirements, at the best possible price at all times and in accordance with the Call off Terms and Conditions.

The Supplier shall ensure that robust management information and associated reporting is documented, maintained and provided to DGC and the Print Management team on a monthly basis. The management information shall include but not limited to:

- A financial report detailing all costs, both outstanding and paid;
- The number of deliveries direct to DGC; broken down by location, product and order;
- Existing DGC printed stock at contractor and/or sub-contractor premises awaiting completion and consignment back to DGC;
- Any other reporting requirements as later identified by DGC.

When the contingency distribution service has been activated, the Supplier shall also provide DGC with monthly management information regarding all deliveries in accordance with the terms and conditions of the contract and as follows:

- The number of postal packages dispatched within the UK during the previous calendar month; broken down by location, product and order;
- The number of postal packages dispatched overseas during the previous calendar month; broken down by location, product and order;
- The number of deliveries direct to DGC; broken down by location, product and order;
- Details of any existing printed stock awaiting dispatch at contractor and/or sub-contractor premises.

QUALITY ASSURANCE (CONTINGENCY DISTRIBUTION SERVICE)

Where the contingency distribution service is activated, and material is printed and fully distributed by the Supplier, they shall provide and deliver five flat trimmed copies of any jobs printed on behalf of DGC, per order, back to DGC for quality assurance purposes and to ensure that DGC maintain up to date records. Additional copies may be requested at any time by DGC.

QUALITY ASSURANCE STANDARDS

The Supplier shall ensure that robust QA policies and procedures are in place throughout the life of the contract and that any dip in quality standards is identified and corrected immediately.

The Supplier shall ensure that all products produced and distributed on behalf of DGC, comply with the standards expected by HM Government and meet the terms and conditions of the contract.

ANNEX B - PRINT, STORAGE, RETRIEVAL & DIRECT DISTRIBUTION SERVICE FOR ARMY PUBLICATIONS

The Contractor shall provide a Storage, Retrieval & Direct Distribution Service for Army Publications**.**

The requirement encompasses non-technical publications for which the Army Publications Coordinator is the sole sponsor.

The individual publications shall be selected by the Army Publications Coordinator and tasks shall be placed in accordance with the contract terms and conditions.

For the purposes of this Service, the highest security level of the publications involved will be 'Official Sensitive'.

Army Publications staff shall provide to the Contractor on a monthly basis updated Unit Identification Number (UIN) and address data electronically for the sole purposes of facilitating distribution under this Service. This data shall at all times be protected and handled in accordance with the contract terms and conditions.

Army Publications staff will raise demand orders electronically in accordance with the normal printing ordering process. Urgent demand orders may also be submitted by Army Publications staff**,** subject to classification and local security considerations. The Contractor shall acknowledge receipt of all demand orders.

Army Publications staff shall raise discrete demand orders for each publication and for each subsequent distribution requirement. The demand order will include, as applicable, the publication number and title, the quantity ordered, the distribution list (by way of quoting the UIN only), the required delivery date - which shall be no less than 5 working days from the date of receipt of the Demand Order - and the required stock holding quantity.

The Contractor shall use the UIN and address data provided by Army Publications staff to establish locally the full delivery address locations of the publication in question for the purpose of distribution.

STORAGE REQUIREMENTS

All Army publications under this service shall be stored at, and distributed from, the Contractor's premises. The Contractor shall comply with all legal requirements relevant to warehousing activity, including but not limited to health and safety regulations and fire prevention regulations, and shall own the risk in these areas.

All Demand Orders received by the Contractor before 1700 hours during Monday to Friday shall be dispatched the next working day where stock holdings exist.

The Contractor shall agree to pursue maximum cost efficiency in the storage of all Army publications.

PICKING AND PACKING REQUIREMENTS

All products shall be packaged and labelled in accordance with the contract terms and conditions. In addition, consignments are to be labelled as 'OFFICIAL ARMY PUBLICATIONS'.

Full pallet loads shall be dispatched where feasible and may include mixed products where applicable.

A detailed delivery manifest, inclusive of pallet/package number, delivery address, relevant codes (e.g. Army Code (AC) numbers) and the included publication(s) titles and quantities shall be maintained by the Contractor for the use of the Enabled Authority at any time.

The Contractor shall agree to pursue maximum cost efficiency in the packaging of all Army publications.

DISTRIBUTION REQUIREMENTS

All distribution shall be carried out in accordance with the instruction of Army Publications staff and only effected to those addresses notified or authorised by them.

The service shall cover a second-class postal distribution service, or a 5-day courier service to any destination in the United Kingdom. Exceptionally, and only with the consent of Army Publications staff, will a more rapid delivery service be requested.

All deliveries shall be made to publication addressees between the hours of 0900 to 1700 hours during Monday to Friday.

All deliveries of Army publications to addresses located overseas shall be distributed through British Forces Post Office (BFPO) at Northolt, London. In all cases, the publications shall be packaged by individual address location and the address shall be clearly marked on the packaging.

The Contractor shall agree to pursue maximum cost efficiency in the distribution of all Army publications.

PRINT ON DEMAND

The Contractor shall pursue maximum cost efficiency by exploiting the potential of print on demand services to reduce overall costs of production and storage. The Contractor shall work with Army Publications staff to identify where savings may be made by the introduction of print on demand while maintaining the quality of the printed items.

Print on demand orders will be fulfilled within 5 working days of receipt.

RETURNS

In the event that goods are turned away from a designated delivery address, the Contractor shall return the goods to the Contractor's Premises, where they shall be opened, checked, returned to store and the Web-based Storage and Distribution System updated.

Where goods are received by the designated address and then subsequently rejected, they shall also be returned to the Contractor's premises, where they shall be opened, checked, returned to store and the WSDS updated.

A formal 'Returns' process shall apply to this service, whereby returns are logged and notified to Army Publications staff where they exceed 10% of the number of address locations on any one publication distribution.

Should any publications be returned in a damaged state, the Contractor shall immediately inform Army Publications staff and shall agree to provide any data requested by them.

MANAGEMENT INFORMATION REQUIREMENTS (WEB-BASED PORTAL)

The Contractor shall provide a dedicated Web-based Storage and Distribution System (WSDS) to the satisfaction of Army Publications staff. The Contractor shall be solely responsible for amending the data shown on the WSDS and for ensuring the availability of the data in accordance with the requirements and the timescales specified by Army Publications staff.

The WSDS shall, as a minimum requirement, identify against each individual publication:

- All orders placed to date.
- The number of addressees, quantities ordered and the requested and achieved delivery timescales for each order, including actual dispatch dates.

- Real-time stock availability data.
- Any outstanding order quantities awaiting distribution.
- The print specification of the publication.
- The value of the print job, together with all unsuccessful quotes, including identification of all print vendors involved.

The development and ongoing provision of the WSDS throughout the life of the service shall be provided free of charge to the Enabled Authority.

The WSDS shall not be capable of being identified as relating to its use by the MOD or to this specific service. The WSDS shall be secured in accordance with the contract terms and conditions.

In addition to the contract terms and conditions covering the provision of Management Information (MI) to the MOD, the WSDS will enable the MOD to generate, view and download (as Excel and PDF files) MI reports including:

- All invoice schedules, as detailed under “Invoicing Requirements” above.
- All print job quotations.
- A list of the print jobs ready to be invoiced.
- A list of work in progress.
- A list of the Enabled Authority’s spend on print jobs, between start and end dates specified prior to report generation.
- A list of current stock levels, broken down by publication, in two forms:
- Ordered alphanumerically by code (AC, AF, etc).
- Listed alphabetically by sponsor and, for each sponsor, ordered alphanumerically by code.
- A list of stock locations, indicating the pallet storage and pick storage locations occupied by each publication, together with total number of storage locations used.
- A list of stock holdings: publications held by recipients across the Services and elsewhere, in two forms:
- Stock holdings by product, listed alphanumerically by code.
- Stock holdings by recipient, listed alphanumerically by recipient UIN.
- The total number of Demand Orders received from Army Publications staff.
- The number of returns received, broken down by individual publication.
- The total number of deliveries to BFPO, Northolt, London – broken down by individual publication.

The Contractor shall provide accounts to access the WSDS to individuals solely on the request of Army Publications staff.

The Contractor shall store courier proof of delivery data and returns data and provide it on request by Army Publications staff.

The Contractor shall agree to provide additional information as may be requested at any time by Army Publications staff.

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Alternatively, the Contractor may be instructed by Army Publications staff to destroy locally some or all of the remaining publications. The Contractor shall agree to carry out the destruction of any Army publication in accordance with the contract terms and conditions.

The Contractor shall agree to make available to the MOD the WSDS, with data correct as of the time of completion or termination, for 4 weeks in order that data and reports can be downloaded as required.

ANNEX C - STORAGE, PICK, PACK & DELIVERY REQUIREMENT FOR VETERANS UK

WEB-BASED CATALOGUE ORDERING SYSTEM

The Contractor shall provide a Web-based Catalogue Ordering System (WCOS) that provides sufficient information to the satisfaction of Veterans UK to allow customers throughout Veterans UK to order forms as required. The Contractor shall amend the form(s) and/or other detail shown on the WCOS and ensure the availability of the form(s) for ordering purposes on the WCOS in accordance with the requirements and the timescales specified by Veterans UK.

The Contractor shall be responsible for the provision through the WCOS of an order tracking facility to customers throughout Veterans UK. The order tracking facility shall be capable of tracking orders from the point of order through to final delivery to the customer within Veterans UK

The development and ongoing provision (including maintenance and support) of the WCOS throughout the life of the Contract shall be free-of-charge to the Authority.

PRINTING AND BINDING STORAGE, RETRIEVAL AND DISTRIBUTION SERVICE

The Contractor shall be responsible for electing whether to hold individual Veterans UK forms digitally for printing and dispatch following receipt of order or to hold pre-printed copies in storage ready for picking and dispatch following receipt of order. The Contractor shall take all such decisions on an individual Veterans UK form basis in light of a number of relevant factors, including but not limited to, the estimated annual call-off rate and the complexity of the printing process.

The Contractor shall provide, either through the WCOS or by alternative means agreed with Veterans UK , the following monthly management information to Veterans UK:

- The number of pallet storage locations utilised during the previous calendar month - broken down by Veterans UK form designator.
- The number of pick storage locations utilised during the previous calendar month - broken down by Veterans UK form designator.
- The number of pick and pack movements undertaken during the previous calendar month - broken down by Veterans UK product and order.
- The number of postal packages dispatched to the USA, Canada and Australia during the previous calendar month - broken down by location and SPVA product and order.

The Contractor shall arrange for direct delivery to all UK based Veterans UK stationery and welfare officer address sites. Goods will be dispatched by courier on the next working day following receipt of the order with full proof of delivery tracking (or by Royal Mail if this proves to be more economic). Veterans UK will be responsible for the courier charges together with the cost of print

The Contractor shall arrange for direct delivery to all SPVA Overseas Pension Agent address sites located in the United States of America (USA), Canada and Australia.

With the exception of urgent requirements and 'ram bundled items', all orders placed by the Veterans UK shall be delivered by the Contractor within 12 (twelve) working days of receipt of the order. All urgent requirements placed by the Veterans UK shall be delivered by the Contractor within 5 (five) working days of receipt of the order. All 'ram bundled items' orders

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placed by the Veterans UK shall be delivered by the Contractor within 28 (twenty-eight) working days of receipt of the order.

ANNEX D - NO.1 AERONAUTICAL INFORMATION DOCUMENTS UNIT (NO.1 AIDU) REQUIREMENT FOR THE PRINTING, FINISHING, WAREHOUSING AND DESPATCH OF CHARTS AND AERONAUTICAL INFORMATION

BACKGROUND

No.1 AIDU is responsible for delivering bespoke (AI) publications and services to the MOD on the 28-day Aeronautical Information Regulation And Control (AIRAC) cycle, mandated and driven by the International Civil Aviation Organisation (ICAO). This AI is delivered in both digital and hard copy formats, routinely upon update and intermittently, for additional ad hoc orders to military and civilian addresses in the UK and overseas. In 2019 the requirement amounted to:

- 236,000 En Route Charts (ERCs).
- 56,500 En Route Supplements and Flight Information Handbooks (FIHs) (perfect bound).
- 52,500 Terminal Approach Procedures (TAP) and Helicopter Volumes, Minor Aerodromes (MAD), Fast Jet & North and South Volumes (spiral bound).
- 38,000 TAP booklets (square back bound)
- 73,000 Amendment Bulletins (saddle stitched).
- 46,000-120,00 Loose Leaf (A5, flight bag)
- 556 Flag Officer Sea Training (FOST) Charts (1,020mm x 530mm)

No.1 AIDU provides valuable Geospatial and Aeronautical data for all aspects of HM Armed Forces, including training missions, search and rescue sorties, humanitarian aid and military operations. No.1 AIDU works to very strict guidelines and to this end has, since 1999 to the present day, consistently held a certificate of excellence from the British Standards Institute (BSI) for compliance with EN ISO 9001 Quality Management Systems (1994 standard through to 2015 standard). In addition to the ISO certification, No.1 AIDU is also certified to the European Organization for Civil Aviation Equipment (EUROCAE) ED-76 - A standard; the European Directive governing all electronically gathered and produced aeronautical data. The information published by the Unit is generated in the form of documents, charts, discs and digital data known collectively as Flight Information Publications (FLIPs).

Any MOD Print Management contractors and third parties will be expected to meet the high level of service No.1 AIDU currently receives and the levels outlined in this document.

REQUIREMENTS

SOLUTION;

To provide, and be responsible for implementing, a complete end-to-end solution for No.1 AIDU print, disc production (CD's & DVD's), finishing, warehouse and despatch/delivery functions from receipt of printing requests through to delivery of finished products; to include information system compatibility (in order to execute No.1 AIDU orders/access electronic print files). To provide assurance and evidence that neither the Contractor, nor their supply chain, will compromise in any way the confidentiality, accuracy, quality, availability, currency or integrity of the No.1 AIDU products and services. It is essential that the activity of printing, finishing, storage, despatch of charts, discs and documents, on behalf of No.1 AIDU, maintains all the standards required by UK Defence, in order to meet operational and strategic needs.

Adherence to the AIRAC schedule is operationally critical and may require management during national holidays. Services to the user are to remain uninterrupted

CONDITIONS;

Copyright - No.1 AIDU products remain the property of the Crown and are Crown Copyright. The Contractor must meet all Crown Copyright requirements and regulations. The Contractor shall not have the right to distribute or re-use data or finished goods without written permission from No.1 AIDU.

PLANNING, MANAGEMENT AND SCHEDULING

Order Processing:

A Production Order (PO) will be raised by No1 AIDU to cover Production costs Initially No1 AIDU will issue PO every three months. Once No.1 AIDU are content the service is running smoothly, then they will move to issuing a 6 monthly PO.

No.1 AIDU staff will raise and send routine jobs along with distribution lists and demand orders to the Contractor via a secure FTP as XML files created on the No.1 AIDU database system. For urgent orders or at other appropriate times, No.1 AIDU will raise and send demand orders via other routes, such as email or telephone. Telephone orders will be followed up by an email.

The order will include the date, order number, product details, quantity, distribution list, required delivery date, address, distribution method and any special instructions.

For the purpose of distribution, the Contractor shall use the distribution list(s) provided per order, to establish the full delivery address locations and method of delivery.

For quality assurance purposes and to ensure that No.1 AIDU maintain up-to-date air information and records, the Contractor is to provide and deliver five copies of every No.1 AIDU product after printing or CD/DVD production. No.1 AIDU may also request additional copies of their products at any time.

Electronic Data Management:

The Contractor is to define an electronic print file management system, in order to execute No.1 AIDU orders. The system is to incorporate regular electronic data back-up and risk negation. The Contractor must ensure out-of-date files are not used on new jobs; that the electronic print files are continuously updated with new editions and revisions as supplied by No.1 AIDU, with the original print files being deleted each time.

Colour Management:

It is essential that the accuracy and quality of No.1 AIDU products are maintained.

NOTE: No.1 AIDU charts have a heavy ink coverage and the management of the drying process is critical to ensure the quality of the product is not compromised in adherence to schedules.

Scheduling:

The Contractor must provide full details of a proposed work scheduling system capable of dealing with the demands of cyclical order required by No.1 AIDU products. In addition, the Contractor must demonstrate an ability to produce ad hoc orders for distribution in addition to

routine cyclical delivery orders[4] as requested. The system defined must clearly show how the work will be prioritised, delivery timescales and tracking processes for both hardcopy and digital processes.

No.1 AIDU's preferred method of supplying print files is via XML and secure FTP. The Contractor is to ensure that collection of print files/data distribution lists and any associated materials is in sufficient time for completed orders to be delivered and/or despatched, to the specified deadline(s) according to the schedule provided.

If the collection of the print files/materials is delayed in any way by the Contractor then the timescales for bulk delivery and/or despatch by the Contractor are to be shortened appropriately, whilst remaining at the same cost to No.1 AIDU, for example, a 24-hour delay to collection of print files or materials for a routine order, will result in the completed order being bulk despatched and delivered 4 calendar days from point of collection by the contractor, instead of 5 calendar days, and so on and so forth.

Third party delivery of documents (USDOC & CANDOC) require unpacking and renumbering according to No.1 AIDU referencing codes, with short timescale for repackage/delivery and storage in advance of the AIRAC date.

Business Continuity and Contingency Planning:

The Contractor must produce a high-level risk assessment with mitigations to meet the strict AIRAC cycle and provide adequate Business Continuity to ensure no loss of service.

Adherence to schedules in the event of disruption, proven contingency and continuity planning will be required.

SUPPLY;

Supplier Management:

As part of the MOD Print Management contract, No.1 AIDU understands that the Prime Contractor will subcontract this requirement. The Prime Contractor will retain all responsibility for management of the service for the duration of their call off contract.

Resources:

The Contractor must define how they will be able to provide a service 24-hour/365 days of the year, if required in extreme circumstances. This must include call out procedures, manning and equipment capability, despatch of shelf stock and any other contingency measure appropriate.

An IT management system must be defined that ensures systems, data and equipment are entirely compatible with, and able to meet No.1 AIDU database systems, requirements and that they are managed effectively. As a minimum, this must encompass maintenance, equipment replacement, back-up, 24-hour technical support and contingency planning.

[4] This includes the various types of binding, stitching and folding.

PROCESSES;

Provision of information from No.1 AIDU:

No.1 AIDU is to provide print ready PDF XML files via a secure FTP on an order by order basis and job order with product PDF and distribution data. The Contractor is responsible for imposition to their own specification based on their own finishing equipment.

Printing:

The Contractor must provide all products to meet No.1 AIDU standards, specifications, accuracy, timelines, currency, quantity and quality of customer requirements, including all ad hoc (occasional) and standing orders, disc provision upon request, Memorandums of Understanding (MOUs) and strategic and operational requirements.

The technical specification for all products, including all paper, card, inks, folding, finishing requirements and product dimensions will be provided following award. Also, the Contractor must hold sufficient stock (standard levels of stock outlined by No.1 AIDU) of all materials to be able to react to *'urgent'* ad hoc and occasional orders. The ad hoc process being an immediate response to an order being placed for delivery.

Finishing:

The Contractor must provide charts, documents and products on behalf of No.1 AIDU with various types of finishing such as binding, stitching and folding.

Sorting and Packing:

The Contractor must provide details of their proposed sorting and packing process for No.1 AIDU charts, documents and products. Evidence of an understanding of AIRAC cycle with regard to shelf stock, sorting and packing is imperative.

All packages are to be correctly and adequately packaged and labelled to ensure safe and timely delivery. All packages must clearly display the ‘Critical to Flight Safety’ caveat in bold red type along with customer number clearly displayed on the same label.

A variety of envelopes and boxes up to a maximum of 30kg are to be despatched by the Contractor via the most economical service.

UK Defence Customers will be supplied via the MOD Freight Distribution Service (FDS) at RAF Northolt (note, this is a separate organisation from No.1 AIDU. No.1 AIDU will not have any involvement in the despatch process). FDS will not accept packages below 3kg, alternative procedures are to be established, in anticipation of 'under 3kg' MOD packages.

Products for International destinations and operational theatres are to be sent through British Forces Post Office (BFPO), also located at RAF Northolt (note this is a separate organisation from No.1 AIDU. No.1 AIDU will not have any involvement in the despatch process); box size must fit into a grey postal sack[5] to ensure delivery method is through Air freight. Routine delivery arrangements to RAF Northolt FDS and BFPO are to be made by the contractor.

A variety of boxes over 3kg are currently despatched to military sites through the MOD FDS. No.1 AIDU stipulates that the FDS will be utilised by the Contractor for all packages over 3kg.

[5] Stock will be provided at the start of the contract if necessary.

All other customer's[6] orders will be despatched via a Civilian Postal Service or Courier, using a specified No.1 AIDU cost code/account.

All deliveries must be trackable by No.1 AIDU's customer number to a destination(s) via civilian delivery company and to FDS, BFPO depots.

Tracking reports must be provided on demand to No.1 AIDU when requested.

Stock Control:

The Contractor must have a stock control process in place to ensure that sufficient quantities of all No.1 AIDU product stock is held (or printable on demand), managed and reproduced in order to meet all UK Defence and international agreement requirements, at all times. A complete up to date 'stock and waste' report is required following each AIRAC (28-day cycle).

In addition, warehousing and shelf stock provision must be made for various finished Allied[7] products that will be delivered to the Contractor for storage, packing and distribution as required. A basic shelf capacity of 70 shelf metres x a minimum 25 cm clearance is required to hold these documents received from Allied partners.

An understanding of USDOCS and CANDOCS referencing for shelving and delivery purposes will be beneficial, though additional information can be provided upon request from No.1 AIDU, if necessary. US and CAN DOCS arrive at variable times during AIRAC, in very heavy containers that require quick turn around and some involvement with HM Revenue and Customs (HMRC).

The Contractor shall comply with all legal requirements relevant to warehousing activities, including but not limited to health and safety regulations and fire prevention regulations and shall own the risk in these areas.

The Contractor will provide an area designated for consignments awaiting additional products prior to AIRAC.

Despatch:

The Contractor will provide end-to-end despatch and logistic services for all No.1 AIDU products, to meet all No.1 AIDU requirements including, but not limited to: standards, 24-hour service and reliability. The Contractor will be responsible for delivering all products cleared for despatch via BFPO or FDS (located at RAF Northolt[8]).

A dedicated MOD security cleared primary delivery person, plus (security cleared) back up support driver, employed by the company will visit RAF Northolt (minimum 4 x per week) to deliver products directly to No.1 AIDU, FDS and BFPO.

A small quantity of products will require a Civilian Mailing Organisation or Courier delivery at a cost to No.1 AIDU.

Waste Management:

[6] Commercial fee-paying customers, and overseas customers not holding a BFPO address.

[7] Currently USA and Canada.

[8] Note AIDU will not be involved in the despatch operation. BFPO and MOD FDS although located at RAF Northolt are separate organisations.

All No.1 AIDU data and products which are no longer required and/or identified as waste must be destroyed in accordance with JSP 440 and Government guidelines.

GOVERNANCE;

Meetings:

No1 AIDU will require quarterly production reviews to be held at either No.1 AIDU or the sub-contractors' premises.

Management Information (MI) and Reporting:

Monthly MI reports to be supplied to the contracting authority and No.1 AIDU. These reports must document monthly the data must encompass all aspects of the work undertaken, to include but not be limited to: production, quality, financials, materials, distribution etc.

ANNEX E - UK OFFICIAL AND UK OFFICIAL-SENSITIVE CONTRACTUAL SECURITY CONDITIONS

Purpose

1. This document provides guidance for Contractors where classified material provided to or generated by the Contractor is graded UK OFFICIAL or UK OFFICIAL-SENSITIVE. Where the measures requested below cannot be achieved or are not fully understood, further advice should be sought from the UK Designated Security Authority (Email: SPODSR-STInd@mod.gov.uk).

Definitions

2. The term *"Authority"* for the purposes of this Annex means the HMG Contracting Authority.

3. The term *"Classified Material"* for the purposes of this Annex means classified information and assets.

Security Grading

4. The SENSITIVE caveat is used to denote UK OFFICIAL material that is of a particular sensitivity and where there is a need to reinforce the 'need to know'. The Security Aspects Letter, issued by the Authority shall define the UK OFFICIAL-SENSITIVE material that is provided to the Contractor, or which is to be developed by it, under this Contract. The Contractor shall mark all UK OFFICIAL and UK OFFICIAL-SENSITIVE documents which it originates or copies during the Contract with the applicable security grading.

Security Conditions

5. The Contractor shall take all reasonable steps to adhere to the provisions specified in the Contract or listed in this Annex. The Contractor shall make sure that all individuals employed on any work in connection with the Contract have notice that these provisions apply to them and shall continue so to apply after the completion or earlier termination of the Contract. The Authority must state the data retention periods to allow the Contractor to produce a data management policy. If you are a Contractor located in the UK your attention is also drawn to the provisions of the Official Secrets Acts 1911 to 1989 in general, and to the provisions of Section 2 of the Official Secrets Act 1911 (as amended by the Act of 1989) in particular.

Protection of UK OFFICIAL and UK OFFICIAL-SENSITIVE Classified Material

6. The Contractor shall protect UK OFFICIAL and UK OFFICIAL-SENSITIVE material provided to or generated by it in accordance with the requirements detailed in this Security Condition and any other conditions that may be specified by the Authority. The Contractor shall take all reasonable steps to prevent the loss or compromise of classified material whether accidentally or from deliberate or opportunist attack.

7. Once the Contract has been awarded, where Contractors are required to store or process UK MOD classified information electronically, they are required to register the IT system onto the Defence Assurance Risk Tool (DART). Details on the registration process can be found in the 'Industry Security Notices (ISN)' on Gov.UK website. ISNs 2017/01, 04 and 06, Defence Condition 658 and Defence Standard 05-138 details the DART registration, IT security accreditation processes, risk assessment/management and Cyber security requirements which can be found in the following links:

https://www.gov.uk/government/publications/industry-security-notices-isns.

http://dstan.gateway.isg-r.r.mil.uk/standards/defstans/05/138/000002000.pdf

https://www.gov.uk/government/publications/defence-condition-658-cyber-flow-down

8. All UK classified material including documents, media and other assets must be physically secured to prevent unauthorised access. When not in use UK OFFICIAL and UK OFFICIAL-SENSITIVE material shall be handled with care to prevent loss or inappropriate access. As a minimum UK OFFICIAL-SENSITIVE material shall be stored under lock and key and shall be placed in a lockable room, cabinets, drawers or safe and the keys/combinations shall be subject to a level of control.

9. Disclosure of UK OFFICIAL and UK OFFICIAL-SENSITIVE material must be strictly controlled in accordance with the *"need to know"* principle. Except with the written consent of the Authority, the Contractor shall not disclose the Contract or any provision thereof to any person other than to a person directly employed by the Contractor or sub-Contractor.

10. Except with the consent in writing of the Authority the Contractor shall not make use of the Contract or any information issued or provided by or on behalf of the Authority otherwise than for the purpose of the Contract, and, same as provided for in paragraph 8 above, the Contractor shall not make use of any article or part thereof similar to the articles for any other purpose.

11. Subject to any intellectual property rights of third parties, nothing in this Security Condition shall restrict the Contractor from using any specifications, plans, drawings and other documents generated outside of this Contract.

12. Any samples, patterns, specifications, plans, drawings or any other documents issued by or on behalf of the Authority for the purposes of the Contract remain the property of the Authority and must be returned on completion of the Contract or, if directed by the Authority, destroyed in accordance with paragraph 34.

Access

13. Access to UK OFFICIAL and UK OFFICIAL-SENSITIVE material shall be confined to those individuals who have a *"need-to-know"*, have been made aware of the requirement to protect the information and whose access is essential for the purpose of their duties.

14. The Contractor shall ensure that all individuals requiring access to UK OFFICIAL-SENSITIVE information have undergone basic recruitment checks. This should include establishing proof of identity; confirming that they satisfy all legal requirements for employment by the Contractor; and verification of their employment record. Criminal record checks should also be undertaken where permissible under national/local laws and regulations. This is in keeping with the core principles set out in the UK Government (HMG) Baseline Personnel Security Standard (BPSS) which can be found at:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/714002/HMG_Baseline_Personnel_Security_Standard_-_May_2018.pdf

Hard Copy Distribution

15. UK OFFICIAL and UK OFFICIAL-SENSITIVE documents may be distributed, both within and outside Contractor premises in such a way as to make sure that no unauthorised person has access. It may be sent by ordinary post in a single envelope. The words UK OFFICIAL or UK OFFICIAL-SENSITIVE must not appear on the envelope. The envelope must bear a stamp or

marking that clearly indicates the full address of the office from which it was sent. Commercial Couriers may be used.

16. Advice on the distribution of UK OFFICIAL-SENSITIVE documents abroad or any other general advice including the distribution of UK OFFICIAL-SENSITIVE shall be sought from the Authority.

Electronic Communication and Telephony and Facsimile Services

17. UK OFFICIAL information may be emailed unencrypted over the internet. UK OFFICIAL-SENSITIVE information shall normally only be transmitted over the internet encrypted using either a National Cyber Security Centre (NCSC) Commercial Product Assurance (CPA) cryptographic product or a UK MOD approved cryptographic technique such as Transmission Layer Security (TLS). In the case of TLS both the sender and recipient organisations must have TLS enabled. Details of the required TLS implementation are available at:

https://www.ncsc.gov.uk/guidance/tls-external-facing-services

Details of the CPA scheme are available at:

https://www.ncsc.gov.uk/scheme/commercial-product-assurance-cpa

18. Exceptionally, in urgent cases UK OFFICIAL-SENSITIVE information may be emailed unencrypted over the internet where there is a strong business need to do so, but only with the prior approval of the Authority. However, it shall only be sent when it is known that the recipient has been made aware of and can comply with the requirements of these Security Conditions and subject to any explicit limitations that the Authority require. Such limitations including any regarding publication, further circulation or other handling instructions shall be clearly identified in the email sent with the material.

19. UK OFFICIAL information may be discussed on fixed and mobile telephones with persons located both within the country of the Contractor and overseas. UK OFFICIAL-SENSITIVE information may be discussed on fixed and mobile telephones only where there is a strong business need to do so and only with the prior approval of the Authority.

20. UK OFFICIAL information may be faxed to recipients located both within the country of the Contractor and overseas, however UK OFFICIAL-SENSITIVE information may be transmitted only where there is a strong business case to do so and only with the prior approval of the Authority.

Use of Information Systems

21. The detailed functions that must be provided by an IT system to satisfy the minimum requirements cannot all be described here in specific detail; it is for the implementers to identify possible means of attack and ensure proportionate security mitigations are applied to prevent a successful attack.

22. The Contractor should ensure **10 Steps to Cyber Security** (Link below) is applied in a proportionate manner for each IT and communications system storing, processing or generating UK OFFICIAL or UK OFFICIAL-SENSITIVE information. The Contractor should ensure competent personnel apply 10 Steps to Cyber Security.

https://www.ncsc.gov.uk/guidance/10-steps-cyber-security.

23. As a general rule, any communication path between an unauthorised user and the data can be used to carry out an attack on the system or be used to compromise or ex-filtrate data.

24. Within the framework of the 10 Steps to Cyber Security, the following describes the minimum security requirements for processing and accessing UK OFFICIAL-SENSITIVE information on IT systems.

a. Access. Physical access to all hardware elements of the IT system is to be strictly controlled. The principle of *"least privilege"* will be applied to System Administrators. Users of the IT System (Administrators) should not conduct 'standard' User functions using their privileged accounts.

b. Identification and Authentication (ID&A). All systems are to have the following functionality:

(1). Up-to-date lists of authorised users.

(2). Positive identification of all users at the start of each processing session.

c. Passwords. Passwords are part of most ID&A security measures. Passwords are to be *"strong"* using an appropriate method to achieve this, e.g. including numeric and *"special"* characters (if permitted by the system) as well as alphabetic characters.

d. Internal Access Control. All systems are to have internal Access Controls to prevent unauthorised users from accessing or modifying the data.

e. Data Transmission. Unless the Authority authorises otherwise, UK OFFICIAL-SENSITIVE information may only be transmitted or accessed electronically (e.g. point to point computer links) via a public network like the Internet, using a CPA product or equivalent as described in paragraph 16 above.

f. Security Accounting and Audit. Security relevant events fall into two categories, namely legitimate events and violations.

(1). The following events shall always be recorded:

(a) All log on attempts whether successful or failed,

(b) Log off (including time out where applicable),

(c) The creation, deletion or alteration of access rights and privileges,

(d) The creation, deletion or alteration of passwords.

(2). For each of the events listed above, the following information is to be recorded:

(a) Type of event,

(b) User ID,

(c) Date & Time,

(d) Device ID.

The accounting records are to have a facility to provide the System Manager with a hard copy of all or selected activity. There also must be a facility for the records to be printed in an easily readable form. All security records are to be inaccessible to users without a need to know. If the operating system is unable to provide this then the equipment must be

protected by physical means when not in use i.e. locked away or the hard drive removed and locked away.

g. Integrity & Availability. The following supporting measures are to be implemented:

(1). Provide general protection against normally foreseeable accidents/mishaps and known recurrent problems (e.g. viruses and power supply variations),

(2). Defined Business Contingency Plan,

(3). Data backup with local storage,

(4). Anti-Virus Software (Implementation, with updates, of an acceptable industry standard Anti-virus software),

(5). Operating systems, applications and firmware should be supported,

(6). Patching of Operating Systems and Applications used are to be in line with the manufacturers recommended schedule. If patches cannot be applied an understanding of the resulting risk will be documented.

h. Logon Banners. Wherever possible, a *"Logon Banner"* will be provided to summarise the requirements for access to a system which may be needed to institute legal action in case of any breach occurring. A suggested format for the text (depending on national legal requirements) could be:

"Unauthorised access to this computer system may constitute a criminal offence"

i. Unattended Terminals. Users are to be automatically logged off the system if their terminals have been inactive for some predetermined period of time, or systems must activate a password protected screen saver after 15 minutes of inactivity, to prevent an attacker making use of an unattended terminal.

j. Internet Connections. Computer systems must not be connected direct to the Internet or *"un-trusted"* systems unless protected by a firewall (a software based personal firewall is the minimum but risk assessment and management must be used to identify whether this is sufficient).

k. Disposal. Before IT storage media (e.g. disks) are disposed of, an erasure product must be used to overwrite the data. This is a more thorough process than deletion of files, which does not remove the data.

Laptops

25. Laptops holding any UK OFFICIAL-SENSITIVE information shall be encrypted using a CPA product or equivalent as described in paragraph 16 above.

26. Unencrypted laptops and drives containing personal data are not to be taken outside of secure sites[9]. For the avoidance of doubt the term *"drives"* includes all removable, recordable media e.g. memory sticks, compact flash, recordable optical media (CDs and DVDs), floppy discs and external hard drives.

[9] Secure Sites are defined as either Government premises or a secured office on the contractor premises.

27. Any token, touch memory device or password(s) associated with the encryption package is to be kept separate from the machine whenever the machine is not in use, left unattended or in transit.

28. Portable CIS devices holding the Authorities' data are not to be left unattended in any public location. They are not to be left unattended in any motor vehicles either in view or in the boot or luggage compartment at any time. When the vehicle is being driven the CIS is to be secured out of sight in the glove compartment, boot or luggage compartment as appropriate to deter opportunist theft.

Loss and Incident Reporting

29. The Contractor shall immediately report any loss or otherwise compromise of any OFFICIAL or OFFICIAL-SENSITIVE material to the Authority. In addition any loss or otherwise compromise of any UK MOD owned, processed or UK MOD Contractor generated UK OFFICIAL or UK OFFICIAL-SENSITIVE material is to be immediately reported to the UK MOD Defence Industry Warning, Advice and Reporting Point (WARP), within the Joint Security Co-ordination Centre (JSyCC) below. This will assist the JSyCC in formulating a formal information security reporting process and the management of any associated risks, impact analysis and upward reporting to the UK MOD's Chief Information Officer (CIO) and, as appropriate, the Contractor concerned. The UK MOD WARP will also advise the Contractor what further action is required to be undertaken.

JSyCC WARP Contact Details

Email: DefenceWARP@mod.gov.uk (OFFICIAL with no NTK restrictions)

RLI Email: defencewarp@modnet.rli.uk (MULTIUSER)

Telephone (Office hours): +44 (0) 30 6770 2185

JSyCC Out of hours Duty Officer: +44 (0) 7768 558863

Mail: JSyCC Defence Industry WARP

X007 Bazalgette Pavilion,

RAF Wyton, HUNTINGDON, Cambridgeshire, PE28 2EA.

30. Reporting instructions for any security incidents involving MOD classified material can be found in Industry Security Notice 2017/03 as may be subsequently updated at:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/651683/ISN_2017-03_-_Reporting_of_Security_Incidents.pdf

Sub-Contracts

31. Where the Contractor wishes to sub-contract any elements of a Contract to sub-Contractors within its own country or to Contractors located in the UK such sub-contracts will be notified to the Contracting Authority. The Contractor shall ensure that these Security Conditions are incorporated within the sub-contract document.

32. The prior approval of the Authority shall be obtained should the Contractor wish to sub-contract any UK OFFICIAL-SENSITIVE elements of the Contract to a sub-Contractor facility located in another (third party) country. The first page of Appendix 5 (MOD Form 1686 (F1686) of

the Security Policy Framework Contractual Process chapter is to be used for seeking such approval. The MOD Form 1686 can be found at Appendix 5 at:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/710891/2018_May_Contractual_process.pdf

33. If the sub-contract is approved, the Contractor will flow down the Security Conditions in line with paragraph 30 above to the sub-Contractor. Contractors located overseas may seek further advice and/or assistance from the Authority with regards the completion of F1686.

Publicity Material

34. Contractors wishing to release any publicity material or display hardware that arises from a Contract to which these Security Conditions apply must seek the prior approval of the Authority. Publicity material includes open publication in the Contractor's publicity literature or website or through the media; displays at exhibitions in any country; lectures or symposia; scientific or technical papers, or any other occasion where members of the general public may have access to the information even if organised or sponsored by the UK Government

Physical Destruction

35. As soon as no longer required, UK OFFICIAL and UK OFFICIAL-SENSITIVE material shall be destroyed in such a way as to make reconstitution very difficult or impossible, for example, by burning, shredding or tearing into small pieces. Advice shall be sought from the Authority when information/material cannot be destroyed or, unless already authorised by the Authority, when its retention is considered by the Contractor to be necessary or desirable. Unwanted UK OFFICIAL-SENSITIVE information/material which cannot be destroyed in such a way shall be returned to the Authority.

Interpretation/Guidance

36. Advice regarding the interpretation of the above requirements should be sought from the Authority.

37. Further requirements, advice and guidance for the protection of UK classified information at the level of UK OFFICIAL-SENSITIVE may be found in Industry Security Notices at:

https://www.gov.uk/government/publications/industry-security-notices-isns

Audit

38. Where considered necessary by the Authority the Contractor shall provide evidence of compliance with this Security Condition and/or permit the inspection of the Contractors processes and facilities by representatives of the Contractors' National/Designated Security Authorities or the Authority to ensure compliance with these requirements.