As submitted via tender submission

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

Universal Requirement: Collect

- Please refer to Annex A, **SD001** to **SD014** for a more in-depth description of this requirement.

Universal Requirement: Customer, Item and Hand-Off Data

- Customers are asked to provide contact data through application processes which transfers into Organisation systems in differing ways, depending on the process.

- Product data for HMPO items includes the Passport Application Number as a Unique Identifier. Other service users (UKVI, GRO) will define specific Unique Identifiers for their sites, items and processes, as appropriate.

- Please refer to Annex A, **SD015** to **SD028** for a more in-depth description of this requirement.

Universal Requirement: Protect and Handle Items

- The Supplier needs to manage and report to the Organisation, by exception, cases of loss, theft, mis-delivery or damage. In such cases the Supplier should know the location and circumstances and report the details immediately. This is to mitigate the impact on customer experience and public protection, and to prevent repetition.

- Please refer to Annex A, **SD029** to **SD036** for a more in-depth description of this requirement.

Universal Requirement: Track All Items

- Tracking and traceability is important because it supports the secure delivery and protection of all items. It also reduces the risk, and mitigates the impact of, loss theft or mis-delivery. Tracking data supports the investigation of enquiries and complaints resolution and

provides evidence for customer compensation and commercial penalties.

- Please refer to Annex A, **SD037** to **SD050** for a more in-depth description of this requirement.

Universal Requirement: Notifications

- The Supplier, having accepted / collected items and having received corresponding data, needs to notify the Organisation of item receipt. There also needs to be an audit trail of the whole process.

- The Supplier needs to inform customers that their item is to be delivered soon, and to give customers a choice of tracking their item or interacting with delivery arrangements.

- Please refer to Annex A, **SD051** to **SD056** for a more in-depth description of this requirement.

Universal Requirement: Deliver

- These requirements apply to all deliveries in the UK. Proof of delivery is a critical feature of a secure delivery service. Having a digital record of each delivery supports the Organisation's public protection agenda, improves customer experience, enables the investigation of customer enquiries and complaints, and provides evidence if customer compensation and commercial penalties are necessary.

- Please refer to Annex A, **SD058** to **SD074** for a more in-depth description of this requirement.

Universal Requirement: Failed Delivery Attempts

- This applies to Items that could not be delivered on any particular attempt. The Supplier must arrange re-delivery or customer collection of these Items directly with the customer and minimise unnecessary returns to the Organisation.

- Returns are Items that, ultimately, could not be delivered to the customer which, ideally, only occurs by exception. After a specified period, the Supplier needs to return undelivered Items to the Organisation but must avoid returning Items prematurely.

- Please refer to Annex A, **SD075** to **SD080** for a more in-depth description of this requirement.

Universal Requirement: Ad-Hoc Collection and Delivery

- **Please refer to Annex A, SD081 to SD084 for a more in-depth description of this requirement.**

Universal Requirement: Manage Hand-Offs

- It is recognised that delivery services to the entire UK may involve handoffs from the Supplier to 3rd parties (including sub-contractors). Given this it's necessary to ensure clarity and transparency on how the end-to-end service works, and for the Supplier to ensure that end-to-end requirements and service levels are met as required by the Organisation under the contract.
- **Please refer to Annex A, SD085 to SD086 for a more in-depth description of this requirement.**

Universal Requirement: Withdrawals

- **Please refer to Annex A, SD087 to SD089 for a more in-depth description of this requirement.**

Universal Requirement: Supplier Operations

- **Please refer to Annex A, SD090 to SD096 for a more in-depth description of this requirement.**

Universal Requirement: Enquiries and Escalations

- The Supplier must provide a customer contact service to accommodate and process general enquiries, specific enquiries, and enable customers to interact with delivery arrangements, including the ability to raise issues, and make complaints.

- The Supplier will resolve customer issues to satisfactory conclusion to minimise customer complaints and reputational issues. The supplier must escalate to the Organisation when necessary and provide customer contact history to the Organisation.

- **Please refer to Annex A, SD097 to SD113 for a more in-depth description of this requirement.**

Universal Requirement: Service Monitoring

- **Please refer to Annex A and section 8, SD114 to SD117 for a more in-depth description of this requirement.**

Service Management

- **Please refer to Annex A, and sections 8 and 18, SD118 to SD181 for a more in-depth description of this requirement.**

Systems and Interactions

- Please refer to Annex A, **SD182** to **SD216** for a more in-depth description of this requirement.

Continuous Improvement

- Please refer to Annex A, **SD217** to **SD222** for a more in-depth description of this requirement.

Security and Compliance

- Compliance with government security requirements helps to ensure that the service operates effectively, safely, and securely. The Supplier needs to adhere to standards and guidelines which protect government assets, and to follow a risk-managed approach to security in line with government policy. Please also see Security Schedule for further detail.

- Please refer to Annex B, **SD300** to **SD323** for a more in-depth description of this requirement.

Test, Implementation and Transition

- **Please refer to Annex A, SD239 to SD251 for a more in-depth description of this requirement.**

Business Continuity/Disaster Recovery

- **Please refer to Annex A, SD252 to SD256 for a more in-depth description of this requirement.**

Specific for HMPO

- **As part of HMPO Transformation we are implementing Document Handling Units which will handle supporting documents instead of Area Offices. We expect rollout complete by the time the new UK Secure Delivery contract goes live, but the risk of slippage gives rise to this potential requirement.**

- Please refer to Annex B, **SD324** to **SD325** for a more in-depth description of this requirement.

Specific for HMPO: Collect from passport Central Print

- Passports are mixed with relatively low volume UKVI Travel Documents, requirements for which appear later in this document.

- Please refer to Annex B, **SD326** to **SD329** for a more in-depth description of this requirement.

Specific for HMPO: Collect from Document Handling Units

- Please refer to Annex B, **SD330** to **SD332** for a more in-depth description of this requirement.

Specific for HMPO: Collect from Area Offices

- Residual secure delivery items include Area Office local print passports for delivery rather than customer collection, and refers to continuing secure delivery needs after supporting documents have transferred from Area Offices to Document Handling Units.

- Please refer to Annex B, **SD333** to **SD336** for a more in-depth description of this requirement.

Specific for HMPO: Prepare Batch Transfers to other Suppliers

These items need to be transferred in batch:

- International passports: to a UK location for International delivery, identified by.
  - Data: service type 099.
  - Data: presence of country name in address line 7 (UK is blank).
  - Presence of country name on address label.
- BFPO items: to BFPO Sorting Office, Ruislip, for International delivery: identified by postcode HA4 6DQ.
- Diplomatic Bag items: to FCDO Sorting Office, Ruislip, for International delivery: identified by postcode HA4 6EP.

These items need to be handled differently and will need to be identified:

- Fast Track passports are delivered under a faster SLA, identified by:
  - Data: service type 024 (standard delivery is 048).
  - Passports physically segregated at Secure Printer.
- UKVI Travel Documents need to be distinguished from passports, identified by:
  - Data: issuing system UKVI and unique reference number.
  - 1d label barcode which encodes the reference number.

- Please refer to Annex B, **SD337** to **SD340** for a more in-depth description of this requirement.

Specific for HMPO: Delivery

Risk assessment and signature for residential deliveries

- The Supplier may identify an address or property as a risk at the time of delivery. In such cases delivery will require a signature. Where a signature cannot be obtained, the Supplier will not deliver, and instead will notify the customer of attempted delivery, and arrange to redeliver securely.

- Please refer to Annex B, **SD341** to **SD345** for a more in-depth description of this requirement.

Deliver batches to the International Secure Delivery Supplier

- Please refer to Annex B, **SD346** to **SD349** for a more in-depth description of this requirement.

Deliver batches to BFPO & FCDO

- BFPO& FCDO each have a single sorting office in Ruislip.

- Please refer to Annex B, **SD350** to **SD351** for a more in-depth description of this requirement.

Specific for HMPO: Transfers

- **Please refer to Annex B, SD352 to SD360 for a more in-depth description of this requirement.**

Specific for HMPO: Returns

- **Please refer to Annex B, SD361 to SD362 for a more in-depth description of this requirement.**

Specific for HMPO: Internal Mail

- *HMPO has a number of area offices, interview offices, customer contact centres and smaller offices located throughout the UK. All of these have a requirement for inter-office mail.*
- *Area Offices: Belfast, Durham, Glasgow, Liverpool, London, Newport, Peterborough.*
- *Interview offices: Birmingham, Leeds, Manchester, Plymouth, Portsmouth.*
- *Customer service function co-located with GRO, and GRO: Southport.*
- *Document Handling Units (DHUs): Corby & Hemel Hempstead.*

Please refer to Annex B, SD363 to SD372 for a more in-depth description of this requirement.

Specific for UKVI

- We need to collect Biometric Residence Permits (BRPs) from the UKVI Secure Production Facility (2 locations in the Swansea area) and deliver to addresses in the UK. Some addresses will receive multiple items each day and so need a batched delivery.
- BRPs are being digitised meaning that there will be reducing delivery requirements in 2023/24. The only expected delivery requirements from the end of 2024 are for around 5,000 Asylum BRPs per year.
- UKVI issues Biometric Residence Cards (BRCs). As the packages are identical in form and weight to BRPs, for ease of use they are included within all BRP statements and volumes.

- UKVI also issues Application Registration Cards (ARCs) to asylum seekers – around 54,000 a year – which are in identical packages. They give permissions, are not identity documents, and relate to a customer group with different behaviour: so need different handling.

Specific for UKVI: Collect UKVI items

- **Please refer to Annex B, SD373 to SD380 for a more in-depth description of this requirement.**

Specific for UKVI: Deliver UKVI items

There are distinct delivery requirements for:

- Residential addresses.
- Businesses & organisations.
- UKVI locations.
- **Please refer to Annex B, SD381 to SD387 for a more in-depth description on the General Delivery Requirement.**
- **Please refer to Annex B, SD388 to SD389 for a more in-depth description on the Residential Address Deliveries Requirement.**
- **Please refer to Annex B, SD390 to SD393 for a more in-depth description on the Business & Organisation Deliveries Requirement.**
- **Please refer to Annex B, SD394 for a more in-depth description on the UKVI Location Deliveries Requirement.**

Specific for UKVI: UKVI specific requirements

- These are UKVI variants to requirements.
- **Please refer to Annex B, SD395 to SD410 for a more in-depth description on the UKVI requirement.**

Specific for UKVI TD

- We need collection and delivery for UKVI Travel Documents (TDs).
- They are relatively low volume items mixed with HMPO passports and are collected from the HMPO Central Secure Printer.
- They are delivered to UK addresses with a signature required.

- Please refer to Annex B, **SD411** to **SD418** for a more in-depth description on this requirement.

Specific for GRO: Collection

- Please refer to Annex B, **SD419** to **SD423** for a more in-depth description on this requirement.

Specific for GRO: Delivery

- Please refer to Annex B, **SD424** to **SD430** for a more in-depth description on this requirement.

Specific for GRO: Transfers: GRO and ONS

- There is a requirement for the transfer, weekly, of boxed and sealed items between Southport and Fareham.

- Please refer to Annex B, **SD430** to **SD433** for a more in-depth description on this requirement.

Specific for GRO: Transfers: GRO and Iron Mountain

- There is a requirement for the transfer, weekly, of boxed and sealed items for storage between Southport and Iron Mountain, east London.

- Please refer to Annex B, **SD434** to **SD436** for a more in-depth description on this requirement.

Specific for GRO: Ad Hoc Transfers: Iron Mountain and ONS

- Please refer to Annex B, **SD437** for a more in-depth description on this requirement.

Contract Exit

- Please refer to Annex A, **SD267** for a more in-depth description on this requirement.