

Courier Service for the Planning Inspectorate

Requirement - Issued 26th September 2019

Annex A-Specification



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| **Courier Services Requirements** |

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Courier Services Requirements

**1. Contract requirements overview**

* In developing the specification for Courier Services, the Customer has identified a number of core requirements that will be applicable as described in this specification.
* The Supplier must ensure that they retain the capability to provide all the Service Support requirements for the full term of the call off contract as well as or in addition to the mandatory requirements as set out in the Specification Requirements for the Framework.
* The Supplier must provide all the core support requirements listed at no additional cost.

**2. Supplier contract manager**

* The Supplier must provide a Supplier Representative/Contract Manager who may be supported by a Contract Management team to facilitate business as usual activities associated with the provision of a courier service.
* The Supplier’s Supplier Representative/Contract Manager must proactively work with the Customer’s representative/ contract manager/contract management team to advise on best practice including highlighting cost saving initiatives and creating efficiencies.
* In the event of unsatisfactory performance, the Customer reserves the right to stipulate that the Supplier Representative/Contract Manager must be changed.
* The Supplier contract manager will liaise with the Customer’s representative/ contract manager/contract management team as may be applicable given the nature and the extent of services required.
* The primary contract management activity from both parties will be to monitor service performance as detailed in Schedule 6: Service Levels and Service Credits.
* The Customer reserves the right to conduct site audits as part of the contract management activity.
* The Supplier shall offer access to any part of their premises to representatives from the Customer for the purpose of commercial assurance, risk assessment, security assurance, familiarisation on procedures etc.
* The Supplier shall offer access to relevant documentation requested by representatives from the Customer for the purpose of commercial assurance, risk assessment, security assurance, familiarisation on procedures etc.

**3. Helpdesk support**

* The Supplier shall provide during normal working hours (Monday to Friday 07:00 -19:00), a customer helpdesk telephone service for all enquiries raised by the Customer regarding this Service. The Helpdesk also needs to support the process for requesting ad hoc/same day services, incident reporting procedures where appropriate and management of an agreed change control procedure which will enable the Customer to make changes to collection and delivery services on an ad hoc basis at no additional cost to the Customer.
* The Supplier will provide a specified telephone number to the Customer for their customer helpdesk.
* The helpdesk should handle any issues through to resolution and the customer should not normally be asked to call any depot or suchlike location.
* Suppliers should provide information on the structure of any helpdesk service, including how issues will be handled.

**4. Training & guidance**

* The Supplier shall provide training to the Customer’s staff when reasonably required and where applicable in any aspect of the service. This training shall be provided at no additional charge to the Customer:
* Description and overview of the service
* Correct use of consumables and re-order process; and
* Correct use of electronic labelling/despatch equipment/systems to improve efficiency in the production of transit labels/manifests.
* In addition to training, the Customer may ask the Supplier to provide a user guide and/or instructions for internal publication.

**5. Tracking service**

* The Supplier will be required to provide a tracking service, which as a minimum must include a web-accessible tracking service available to all the Customer’s staff, to monitor the delivery stages of a consignment from consignor to consignee.
* The Supplier should provide full information on the service they propose including how often tracking data is refreshed, whether the tracking data will be shown in real time or whether there are any time delays, whether the data provided is automatically uploaded or manually inputted i.e. by drivers or other operators, whether the system will send automatic updates to staff i.e. a more precise delivery time window/a dispatch notice, the reliability of tracking data provided and how they collate data i.e. for management information purposes.

**6. Proof of delivery**

* The Supplier must be able to provide Proof of Delivery notification where requested as standard, including the ability to view signed for signatures and photos of dropped off locations.
* The Supplier should provide full information on the proposed Proof of Delivery notification service.

**7. Delivery protocol**

* Upon delivery to the specified address, the Supplier must always ensure that consignments are never left unattended or with any other party, including a neighbour, unless expressly agreed with the Customer prior to the delivery.
* The supplier must always ensure that the person that signs for the consignment is the person that is named as the recipient of the consignment, unless expressly agreed with the customer prior to delivery.
* If the receiving party is not available to receive the consignment and no pre-approved arrangement has been agreed, the Supplier must leave a calling card stating that the delivery was missed and shall hold the consignment. An attempt to re-deliver must then be made no later than the same time on the following day.
* The Supplier should provide an option for a secure, local depot, parcel locker and/or another convenient centre whereby the Customer’s receiving party can collect the consignment.

**8. Collection and Delivery times**

* The customer’s home based and office-based staff should be able to book all services on-line.
* The on-line booking system should have the functionality to allow staff to specify their required collection and delivery times.
* Temple Quay House collections should be made daily on weekdays at 16.00hrs all other collections should be at the time and at the address requested on booking.
* The Customer’s normal office opening hours are between 7am and 7pm. Consignments should not normally be delivered outside of these hours unless expressly requested by the Customer.

**9. Management information reporting**

* The Supplier will be required to make available, with on-line access, Management Information updated on at least a monthly basis and with the facility to create reports- including but not exclusive to:

**Volume and expenditure of contract**

* + Volume and expenditure of any consumable usage
  + Performance against target delivery timescales
  + Volume and expenditure of all services
  + Volume and expenditure of any ad hoc services

**Undeliverable consignment**

* Number returned
* Timescales for return
* Reasons for return

**Results from monitoring of collection and delivery times including:**

* Collection and Delivery Analysis
* High level breakdown of location performance
* Number of sites not meeting their designated times
* Timescales for delivery to the addressee compared to the Service Levels

**Helpdesk Summary**

* Performance levels
* Call types
* Call volumes
* Response times
* Identification of trends

**Customer complaints**

* Number of complaints received
* Number of complaints resolved within the agreed timescales/number unresolved
* Classification of complaints by type (to be agreed) with associated numbers
* Customer complaints log with summary of corrective actions and progress status
* The Supplier should also supply information on the following on an ad-hoc basis.

**Security Incident Reporting**

* Supplier reported
* Customer reported
* Analysis of reported incidents/resolved incidents/unresolved incidents in accordance with agreed response times
* Suppliers performance against agreed reporting and deadlines

**Contract developments and innovations**

* Value for money improvements
* Service quality improvements
* Supplier achievements

**Sustainability**

* Reports on vehicle usage, mileage and achievements on reduction of carbon emissions

**10. Performance monitoring (Service Levels & KPIs)**

* The Supplier shall provide robust processes to ensure they achieve their Key Performance Indicators (KPIs). Key Performance Indicators shall include:

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| --- | --- |
| **Description** | **Target** |
| Next day - Scheduled collection time punctuality | 98% |
| Next Day – Scheduled delivery time punctuality | 99% |
| Helpdesk staff to resolve queries within 48 hours of receipt of the query to the satisfaction of the customer | 98% |
| Supplier to provide an initial verbal report for serious incidents within 2 hours and a full written report within 5 days | 100% |
| Supplier to provide details of their senior management point of contact for any serious/security incident within 1 hour of notification | 100% |
| Suppliers staff to respond to reported service failures/customer complaints within 24 hours after the initial notification | 99% |
| Supplier to ensure Customer Invoices are accurate with the services provided | 97% |
| Supplier to ensure Customer on-line MI is kept up to date | 100% |
| Supplier to ensure Customer MI is accurate for the services provided | 100% |

* The results of such monitoring shall be shared with the Customer and any failures to achieve delivery times will result in the Supplier submitting proposals as to how they intend to improve their performance. Such verification is required monthly as a minimum.
* The KPI objectives are to ensure that the services are delivered to a consistent quality standard that meets the requirements of the Customer.
* Remedies for Failure to Achieve KPIs will be as follows:
* If the Supplier fails to achieve any of the KPI Targets the Customer shall be entitled to require the Supplier, and the Supplier agrees to prepare and provide to the Customer, an improvement plan within fourteen (14) Working Days of a written request and to meet with the Customer
* The Customer shall be entitled to serve an improvement notice on the Supplier and the Supplier shall implement such requirements for improvement as set out in the improvement notice
  + - In the event that the Customer has, in its absolute sole discretion, invoked one or more of the remedies set out above and the Supplier either:

1. Fails to implement such requirements for improvement as set out in the improvement notice: and or
2. Fails to comply with any reasonable request made by the Customer within such reasonable timescales as have been specified by the Customer; or
3. Does comply with such requests made by the Customer within such reasonable timescales as have been specified by the Customer but the Supplier fails to achieve any of the KPI Targets on any one occasion,

Then the Supplier’s shall be deemed to be in Default and the Customer shall be entitled to by notice in writing terminate the Contract.

**11. Incident reporting**

* As soon as the Supplier becomes aware, it shall immediately report any incident affecting the Customer’s consignment to the Customer. The Supplier will undertake an immediate investigation and will provide feedback on findings, including corrective actions required and trends observed, to the Customer, within 2 hours for serious/security incidents and 5 working days for non-serious incidents of the incident being reported by telephone or e-mail.
* Serious/security incidents can be categorised as:
* Items that cannot be traced following despatch
* Any tracked item that has been delivered incorrectly
* Any items left in an unsecure place
* Any items that are found in public places
* Any items that have been stolen whilst in the Suppliers’ possession

This list is indicative only and not prescriptive.

* The Supplier shall, in the event of a serious/security incident, provide from within Senior Management, a single point of contact person within 1 hour of notification. It shall be the responsibility of the contact person to pursue the investigation and mitigation of the incident to the satisfaction of the Customer and shall be required to provide progress updates to the Customer on request.
* In addition to the above notification requirements, the Supplier must have in place an effective and efficient incident handling procedure for dealing with security breaches in the courier service. As a minimum it must include:
  + - Early identification of any loss of data
    - Early notification to Customer on any security breaches
    - Set procedures in place to conduct thorough premises searches
    - Ability to provide immediate feedback on investigations to Customer contacts that may be requested at any time from the notification
* Internal escalation procedures in place to notify senior contract managers and security managers
* Ability within workforce planning to provide on-site management and assistance to ascertain the causes of the security breach and implement any immediate remedial actions in mitigation
* Final report writing procedures in agreement with Customer
* Full written responses to incidents within 5 working days of the initial notification
* Full co-operation with any requests for written reports and information pertaining to security incidents that may be requested by the Information Commissioner
* Where requested to do so by the Customer, The Supplier must respond to a formal incident report as follows:

**Serious Incident:**

Initial verbal report within 2 hours

Full written response within 5 working days

**Incident:**

Full written response within 8 working days

* The Supplier will be required, following any serious incident that has resulted in any consignment item being mis-delivered to have suitable, secure processes in place to repatriate any package and contents to the Customer at no additional cost.

**12. Service failure/customer complaints**

* As soon as the Supplier becomes aware (if outside Normal Working Hours), at the earliest opportunity on the next working day, it shall report to the Customer on any issue or event that has had, is having, or is likely to have, an impact on the Service, including:
* extreme weather conditions
* serious accidents
* operational risks
* incidents of fraud
* poor performance uncovered by internal audit
* The Supplier shall be required to provide regular update, that will be determined by the Customer depending on the circumstances, which will assist the Customer’s business continuity teams to actively plan operations.
* The Supplier shall have stringent procedures in place to resolve ‘other customer complaints’, including the acknowledgement of complaints within 24 hours, their resolution within 48 hours of notification, or details of mitigation for the complaint not being dealt with within 48 hours from notification. The Supplier shall keep the Customer informed of progress of their investigation and resolution at regular intervals if the complaint is taking longer than 48 hours to resolve.

**13. Claims Procedure**

* The Supplier shall provide a function to enable claims to be made on-line and full instructions to enable the customer to process claims in a timely manner.

**14. Security**

* The Supplier shall comply and be able to demonstrate full compliance with the security requirements detailed in the call off terms, order form and HMG’s Security Policy Framework, as per the following link:   
  <https://www.gov.uk/government/publications/security-policy-framework>
* The Supplier must provide the following minimum mandatory security measures:
* Compliance with the Baseline Personnel Security Standard (BPSS), (as referred to in the HMG Security Policy Framework at paragraph B10.1.a, above);
* Procedures are in place to ensure periods of storage are limited and only at times where this is unavoidable due to consignments not being able to be delivered to offices, e.g. overnight, weekends and unforeseeable circumstances;
* Prior notification to the Customer where delivery is not possible to the timescale ordered and ensure items are stored in a secure area;
* Identify premises from which the contract will be delivered to assess security protocols that exist, access to premises, controls and measures in place to ensure sufficient security and what safeguards are in place to ensure security to departmental data whilst on the premises.
* The Supplier will be responsible and provide assurances to the Customer for security of all vehicles used for the delivery of this contract. This will include, identification of driver responsibilities and processes in place to ensure adherence to security policies, a process of reporting failures to comply with the driver responsibilities and a disciplinary process that will deal adequately with any breaches to the driver security responsibilities.
* The Customer would consider the following as breaches in vehicle security:
* Leaving the vehicle open in full view of the Customer’s general staff and/or of members of the public;
* Leaving the vehicle unlocked and unattended;
* Not using a hard-sided vehicle for any service delivery unless agreed with the Customer in writing; and
* Leaving the vehicle in any state that could mean the vehicle could be stolen.

**15. Personnel**

* The Supplier will ensure that every member of staff, including temporary staff and sub-contractors and their staff can confirm:
* Name, date of birth and address;
* National Insurance number or other unique personal identifying number where appropriate;
* Full details of previous employers (name, address and dates), for a minimum of the past 3 years;
* Confirmation of any necessary qualifications/licences;
* Educational details and references where someone is new to the workforce when these are considered necessary;
* Confirmation of permission to work in the UK, if appropriate;
* A Criminal Record Declaration Form;
* The appointed Supplier must hold validated references for their staff, including documentary evidence:
* To establish the bona fide status of the staff;
* Their permission to work within the UK prior to the commencement of working with the Customer.
* The Supplier must ensure that their personnel comply with the Customer’s policies in respect of
* Security
* Health and Safety
* Diversity
* The Customer employs a diverse workforce and the Supplier must ensure that personnel engaging with the Customer’s staff act in a non-discriminatory manner.
* The Customer requires that employees who fail to satisfy vetting procedures, or who refuse to be vetted, be removed from all tasks involved in the delivery of the service. The Customer will not give reasons for this requirement and the appointed Supplier must comply with such a direction.
* The Supplier’s staff and subcontractors must be easily identifiable and must provide standard company issue photo-based identification including an option to quickly verify the ID to the Customer’s staff upon request. No consignments will be handed over until they identity of the appointed Supplier’s employees has been verified.
* Many of the Customer’s home-based workforce live in rural areas and are not easy to find. The Supplier should therefore take the following action wherever possible to minimise disruption to the service:
  + Recruit drivers from local areas to ensure that they know the area they deliver within
  + Minimise the use of temporary drivers
  + Ensure drivers are provided with reliable, accurate satellite navigation systems
  + Act quickly on emerging trends whereby deliveries or collections are missed

**16. Uniforms**

* Supplier’s staff and sub-contractors must wear easily identifiable and appropriate clothing and any appropriate Personal Protection Equipment (PPE) such as, but not exclusive to, industrial footwear and high visibility jackets, when entering any of the Customer’s sites

**17. Vehicles**

* The Supplier will be required to provide vehicles, as part of the provision of all the services required by the Customer, which are fully maintained, roadworthy, suitably tested and insured and operated in an environmentally friendly manner.
* Where the Supplier’s vehicle does not have the Supplier’s livery or a subcontract driver is used, then the Supplier must inform the Customer as a minimum, the driver’s details.
* The Supplier’s vehicles must have suitable storage to ensure items are not damaged in transit.
* The Supplier must provide any equipment as may be deemed necessary for the safe and secure loading and unloading of vehicles such as the provision of vehicles with hydraulic tailgates.

**18. Provision of handling consignments**

* The Supplier shall demonstrate due care in handling all items within their network to ensure that they arrive intact and in accordance with any instructions on the packaging.
* The Supplier is required to provide any specialist handling equipment as may be necessary to ensure the integrity of the item throughout the transportation process.
* Where the Supplier requires the Customer to provide any specialist handling equipment then this will need to be agreed by both parties prior to the collection/delivery.

**19. Sustainability**

* The Supplier shall demonstrate continuous progress in the implementation of their sustainable strategy by sharing evidence of their progress in, as a minimum, the following areas:
* Resources
* Energy
* Water
* Timber
* Substances, Materials or By-products
* Toxic/Hazardous substances
* Waste creation
* Emissions
* Transport
* Optimisation of routes
* Fuel efficiency
* Vehicle efficiency
* In addition, the Supplier shall demonstrate progress in the promotion of ethical practice in the following social and socio-economic areas:
* Equality and Diversity
* Labour standards
* Support of Supported Factories or Businesses, SME or BME
* Support for Government’s commitment to eliminate modern slavery
* Support for Government’s growth agenda

**20. Business continuity/contingency**

* The Supplier shall comply and be able to demonstrate compliance with the disaster recovery and business continuity provisions detailed in the call off terms and order form.
* In connection to the performance of the service, the Supplier shall have, robust Business Continuity and Disaster Recovery Plans. The Supplier’s contingency plans shall make provision for:
* The maintenance of the Service in the event of fuel shortages, vehicle breakdown, machinery breakdown and pandemic illness etc.
* Transport infrastructure disruption and Supplier staff absences
* Business continuity in the event of a catastrophic event (e.g. demolition of their building due to a fire etc.)
* Continuation of service in severe weather
* Timescales for resolution and returning to delivering a full-service following invocation of a business continuity response’

**21. Implementation of the services**

* As per the Call Off Terms, paragraph 3.1, the Supplier shall work with the Customer to agree an implementation plan.

**22. Sub-contracting**

* Where the Supplier plans to use sub-contractors for any aspect of the service, the Supplier will need to demonstrate that suitable contractual and management arrangements are in place in compliance with the Call Off Terms, clause 29.
* The Customer reserves the right to carry out an audit at the subcontractor’s site prior to approval being given to the Supplier.
* The Supplier will be responsible for ensuring that the subcontractors are financially viable and are making the appropriate revenue and national insurance contributions.

**23. Exit plan**

* As referred to in the Call Off Terms, paragraph 8.4 Exit Planning, the Supplier must comply with the provisions of Schedule 9 Exit Planning and Service Transfer Arrangement.

**23. Invoices**

* Invoices must be submitted electronically to our payments service centre and include:
  + The purchase order number provided upon award of contract and every year after
  + The period the invoice covers
  + A breakdown of collections covered including but not limited to:
    1. The date collected
    2. The cost, including any surcharges
    3. The delivery type i.e. next day before 9am
    4. The collection postcode
    5. The delivery postcode
    6. The number of items collected
    7. The weight of items collected