**Framework Schedule 1 (Specification)**

This Schedule sets out what we and our buyers want.

For all Deliverables, the Supplier must help Buyers comply with any specific applicable Standards of the Buyer.

The Deliverables and any Standards set out below may be refined (to the extent permitted and set out in the Order Form) by a Buyer during dialogue to reflect its service requirements for entering a particular Call-Off Contract.

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1. **INTRODUCTION**
	1. The Crown Commercial Service (the Authority) is seeking to establish a Framework Agreement for the provision of Front Office Counter Services 2. The Framework Agreement shall comprise of one lot enabling access to the following services:
* In person identity verification
* In person checking and sending of documents
* In person issuing of documents
* In person payment acceptance and refund services
* In person support for Citizens applying for services using electronic devices (such as tablets)
* Other related services where Citizens may find in-person help useful

This provision will enable one, some or all services to be called off which will be delivered via the Supplier to the Framework Agreement.

Following the publication of the ‘Digital Strategy’ in 2012, and a greater emphasis being placed on digital solutions, this Framework Agreement is required to support those Citizens who fall outside the scope of these offerings. This can be due to a variety of factors including, but not limited to following:

* The Citizen is illiterate
* The Citizen is digitally illiterate
* The Citizen does not have access to the internet
* The Citizen has a disability

The above broadly categories the reasons why a Citizen may seek an alternative, in-person, solution and shall be considered by the Supplier as their core demographic, commonly referred to as the Citizen throughout this Framework Schedule 1 - Specification.

* 1. Though it is likely that access to the Network of Outlets may vary from Buyer to Buyer there is an expectation that a Buyer can call on the full range of services as described in Appendix 1.
	2. This Framework Agreement shall be available to public sector organisations as set out in section [II.1.4 of the Prior Information Notice](https://www.find-tender.service.gov.uk/Notice/008095-2023?origin=SearchResults&p=1).
	3. The Services required as part of this Framework Agreement are categorised as light touch regime services under the [Public Contract Regulations 2015](https://www.legislation.gov.uk/uksi/2015/102/contents/made), and therefore are not covered by the full scope of the legislation. CCS has introduced a process into the Call-Off procedure, as set out in Framework Schedule 7 (Call-Off Award Procedure), to enable the Supplier to enter into dialogue with the Buyer to discuss its specific requirements in relation to the Services. All standards set out in this specification and appendices may be refined (to the extent permitted and set out in the Call-Off Schedules) by the Buyer during a Call-Off procedure to reflect its own service requirements.
	4. This Framework Schedule 1 - Specification describes the requirements which the Supplier must be able to provide in full upon request from the Buyer. The Services described in this Schedule represent the typical requirements utilised by the Buyers, however this is not exhaustive. Therefore, the Buyer is not restricted to services described and may seek additional requirements, as long as they are relevant to the broad description of the framework. The Services detailed in Appendix 1, list the broad concepts of “over the counter services”, which can (if required) be supplemented by a Buyer through dialogue with the Supplier, as described in Framework Schedule 7 (Call-Off Procedure).
1. **ACCESSIBILITY**
	1. The Suppliershall ensure they maintain a UK wide Network of Outlets, including coverage in both rural and urban areas, which, at a minimum, ensures that on average 95% of the UK population are within 10 miles of an Outlet.
	2. It is not expected that Buyers will require all services to be provided in all Outlets. The Buyer will determine at Call-Off Stage the number of Outlets required, and their geographical location, in agreement with the Supplier.
	3. All Mobilisation Costs will be addressed at Call-Off Stage in accordance with Framework Schedule 3 (Framework Prices).
	4. Services shall be available for a minimum of 36 hours per week across 6 days, Monday to Saturday, excluding all UK Bank Holidays, unless agreed otherwise at Call-Off Stage. Specific opening hours based on location and capacity will be agreed at Call-Off Stage.
	5. The Supplier shall ensure that all Outlets used in the delivery of any Services under this agreement remain compliant with the Equality Act 2010.
	6. The Supplier, in fulfilling its obligations, shall agree to align to the principles set out in the [Public Sector Equality Duty](https://www.gov.uk/government/publications/public-sector-equality-duty), which in summary aim to:
* Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
* Advance equality of opportunity between Citizens who share a protected characteristic and those who do not, and
* Foster good relations between Citizens who share a protected characteristic and those who do not.

The Act also explains that advancing equality of opportunity involves having due regard for the need to:

* Remove or minimise disadvantages suffered by Citizens due to their protected characteristics.
* Take steps to meet the needs of Citizens with certain protected characteristics where these are different from the needs of other Citizens, and
* Encourage Citizens with certain protected characteristics to participate in public life or in other activities where their participation is disproportionately low.

The Supplier shall collaborate with the Buyer to help provide a service delivery model that meets these objectives and promotes equality through the delivery of FOCS Services.

1. **GENERAL REQUIREMENTS**
	1. The Supplier must have the capacity to on board new customers whilst maintaining continuity of service for existing Buyers.
	2. The Supplier shall have capacity to provide an end-to-end service with a seamless process to the Citizen via its own business and, if necessary, via sub-contractors.
	3. The Supplier shall work to identify more efficient and innovative ways of working, utilising advances in technology, to drive value for money for the Buyer and the best possible experience for the Citizen. These shall be shared with the Buyer, including any added value and/or savings.
	4. The Supplier shall ensure they have access to postal services, which include tracking facilities and next day delivery, enabling them to receive and send documents to locations defined by the Buyer.
	5. The Supplier may be required to become a certified member of the ‘UK digital identity and attributes Trust Framework’. Further information can be found [here](https://www.gov.uk/government/publications/uk-digital-identity-and-attributes-trust-framework-beta-version/uk-digital-identity-and-attributes-trust-framework-beta-version#who-runs-the-trust-framework). This will be agreed at Call-Off Stage.
2. **DIGITAL REQUIREMENTS**
	1. Notwithstanding the requirements set out in Framework Schedule 8 (Cyber Essentials), this section describes the additional requirements that the Supplier must fulfil as part of the delivery of the Framework.
	2. The Supplier must comply and remain compliant with [His Majesty’s Governments (HMG) Security Policy Framework](https://www.gov.uk/government/publications/security-policy-framework). The Supplier is responsible for remaining compliant with any updates or amendments to the HMG Security Policy Framework throughout the duration of any Call-Off Contract.
	3. The Supplier shall comply, and remain compliant, with the requirements set out in National Cyber Security Centre (NCSC) guidance - ‘[The Cloud Security Principles](https://www.ncsc.gov.uk/collection/cloud/the-cloud-security-principles)’ - or any future HMG guidelines when utilising a cloud solution in the delivery of Services under this agreement.
	4. The Supplier shall provide support to Buyers to meet the [Government Functional Standard: 007 (Security)](https://www.gov.uk/government/publications/government-functional-standard-govs-007-security).
	5. The Supplier shall ensure that the appropriate level of data security is implemented in the provision of the Services to maintain acceptable risk levels for the handling of data securely as agreed with the Buyer at Call-Off stage.
	6. The Supplier shall ensure that all data obtained as part of the delivery of Services under this agreement is processed and stored within the UK, unless expressly authorised by the Buyer at Call-Off Stage.
	7. The Supplier shall host an accessible website which adheres to the [Web Content Accessibility Guidelines (WCAG)](https://www.gov.uk/service-manual/helping-people-to-use-your-service/understanding-wcag), advertising:
* Where to access the Buyer’s service
* Description of Buyer’s service
* Cost of the service to the Citizen
	1. The Supplier’s website shall have a search functionality that is linked to key search words to assist Citizens in locating information about the Buyer’s service, including where they can access Services.
	2. The Supplier shall ensure that their website supporting the Buyer’s service(s) is available 99.9% of the time. The Supplier shall notify the Buyer of any impact to their service prior to planned downtime.
	3. The Supplier shall have the necessary technical expertise to create and test implementation of solutions, whilst avoiding any impact on the continuation of service i.e. separation of test and live environments.
	4. The Supplier shall have a fully operational Point Of Sale (POS) system across the full Network of Outlets which has the ability to:
* Accept payment via digital wallets, cash, credit and debit cards. Other payment solutions may be agreed at the Call-Off Stage.
* Read barcodes and QR codes.
* Issue receipts upon completion of a transaction. At a minimum the receipt shall include:
	+ your company’s details including name, address, phone number and/or email address
	+ a list of products or services showing a description of the product and quantity sold
	+ the amount of the transaction with the **total amount** broken down **(service and postal)** to show the net amount,
	+ VAT (if VAT has been added)
	+ discounts (if applicable)
	+ the method of payment – ie cash, credit or debit card etc.
	+ time/date stamp
	+ unique identification number
* Record transactions, which can be extracted into a data file and be transmitted to the Buyer at a frequency agreed at Call-Off Stage.
	1. The Supplier will be solely responsible for the investment costs of purchasing any POS.
	2. The Supplier shall be responsible for ensuring that new Services are on boarded within the POS system prior to any Call Off Contract going live.
	3. The Supplier shall have the capacity to amend pricing within the POS system, within the SLA agreed between the Buyer and Supplier at Call-Off Stage.
	4. The Supplier shall have the facility to accept requests for a refund via the exchange of a ‘Token’ issued to the Citizen by the Buyer. The specific process for this will be defined at the Call-Off Stage.
	5. The Supplier and any subcontractors shall comply with all current versions of the Payment Card Industry Standards (PCI Standards) including:
* the PCI Data Security Standard (PCI DSS 4.0 by March 2024 and any future replacement),
* the Payment Application Data Security Standard (PA DSS); and
* the PCI PIN Transaction Security (PTS) and Point of Interaction (POI) security requirements, as documented at [www.pcisecuritystandards.org](http://www.pcisecuritystandards.org) (the “PCI Standards”).
	1. The Contractor shall ensure that all payment applications are compliant with PA DSS and that all Point of Sale devices are compliant with PCI PTS POI security requirements.
	2. The Supplier shall ensure they can access the Buyer’s website within all Outlets providing a service i.e. to support the completion of digital forms.
	3. The Supplier shall ensure the following are in place throughout the duration of any Call-Off Contract:
* A clear incident response and patching system in place to remedy any publicly reported issues in their service
* Adequate protection for Buyers Data in transit
* Take all reasonable measures to ensure that all Buyer data is backed up, as a minimum on a 24 hour basis, and recoverable within a period which is agreed with the Buyer at Call-Off Stage
* Provide and maintain security certifications and assurance applicable to the service and hosting environment
* The service supports adequate authentication and authorisation of individuals for varying privileges and roles (i.e. privileged, support and end users)
* Support 2FA/multi-factor authentication on at least the high privileged accounts
* Support encryption at rest for all Buyer’s data considered highly sensitive (e.g. PII, commercially sensitive)
* Make useful security logs (e.g. login, administrator actions) available to the Buyer as part of the service. Where this is not possible, the Supplier shall maintain such logs and have a mechanism in place to provide details of such logs upon the Buyer’s request (e.g. during security investigations)
* Undertake an independent penetration test or IT Health Check of its SaaS application(s) annually and implement appropriate mitigation for all critical or high issues
* Take responsibility for ensuring that its sub-contractors supporting this service maintain a comparable level of security as per these requirements
* Adhere to agreed retention timeframes with the Buyer and must utilise approved mechanisms for secure deletion of data
	1. The Supplier, shall upon request, provide confirmation that the requirements set out in 4.19 have been incorporated/actioned within 10 working days.
	2. The Supplier shall maintain a document detailing the technical infrastructure of how the services are delivered. This document should be of sufficient detail to enable the Buyer to understand how the Supplier provides the Services. This document shall be provided to the Buyer within 5 working days upon request.
1. **COMPLIANCE**
	1. The Supplier shall comply with any request by the Authority and/or Buyer to complete a compliance review, this may include an audit of services rendered, performance of contractual obligations and compliance with the terms and conditions of the contract.
	2. The Supplier shall cease to use, upon request by the Authority and/or Buyer, an Outlet where there is evidence that the Outlet is unable to meet its obligations under the terms of either the Framework Agreement or any Call-Off Contract. Each decision shall be taken on a case-by-case basis and where appropriate a period to rectify the issue will be afforded to the Supplier.
	3. The Supplier shall maintain a register of the existing Outlets in their Network and the services they currently supply, this shall be provided to the Authority upon request within 10 working days.
	4. The Supplier shall provide the Authority and/or Buyer with the details of any Outlets and/or personnel employed or contracted as part of the Call-Off within five (5) working days. Information may include, but is not limited to the following:
* List of Outlets being utilised
* Confirmation that individuals have the ‘right to work in the UK’, including supporting evidence.
* List of security clearances held, including supporting evidence if applicable
	1. The Supplier shall have robust processes in place to enable changes in the Buyer’s requirements to be implemented. The Supplier shall have the capability to enact any reasonable changes in accordance with Joint Schedule 2 - Variation Form.
	2. The Supplier shall have preventive measures in place to deter fraud, misconduct, corruption, theft and collusion or any other activity that could impact the delivery of the Services under this agreement and/or cause reputational damage to the Buyer. In doing so the Supplier shall take account of the principles set out in the [Government Functional Standard: GovS 013: Counter Fraud.](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1014385/6.7628_CO_Govt-Functional-Std_GovS013-Counter-Fraud_v4.pdf)
	3. The Supplier shall have a robust risk management procedure in place, including a fraud risk assessment at the outset of any Call-Off Contract. This process shall be reviewed, at a minimum annually, throughout the duration of any Call-Off Contract, with the categorisation of risks and subsequent frequency at which they are required to be communicated to the Buyer agreed at Call-Off Stage.
	4. The Supplier shall maintain an ‘Asset Register’ of any devices owned by the Buyer. This register shall record the following, but not limited to:
* a description of the asset
* ownership of asset
* netbook value
* location of asset
* purchase date and price
* estimated life expectancy
* depreciation value
* insurance and compliance details
* maintenance history

 If required, details will be confirmed at Call-Off Stage.

1. **TRAINING**
	1. The Supplier shall be responsible for ensuring training is delivered that is consistent across all directly employed and/or subcontracted employees used to provide the Services to the Buyer.
	2. All service-specific training must be in accordance with the Buyer’s requirements and uniform in approach, with steps taken to ensure understanding.
	3. The Supplier shall have processes in place to ensure training can be mobilised to implement new Services. This training must conform to the requirements of the Buyer and be implemented according to the terms agreed at Call-Off Stage.
	4. The Supplier shall, upon notification of changes to existing Services, work with the Buyer to amend any training and ensure staff are adequately trained to deliver the updated requirements.
	5. The Supplier shall not amend the agreed processes and associated training set out at Call-Off Stage without express written agreement from the Buyer.
2. **SECURITY**
	1. Notwithstanding the requirements set out in Core Terms, this section describes the additional requirements that the Supplier must fulfil as part of the delivery of the Framework.
	2. Where the Supplier will access UK OFFICIAL assets/data, the Supplier shall ensure that any personnel accessing this data, either employed or contracted, is cleared in accordance with [HMG Baseline Personnel Security Standard](https://www.gov.uk/government/publications/government-baseline-personnel-security-standard) (BPSS). It will be the responsibility of the Supplier to ensure that, where applicable, this minimum standard is met throughout the duration of the Framework or Call-Off Contract, whichever lasts longer. If a Buyer requires a higher level of clearance this will be agreed at Call-Off Stage as part of the dialogue process, with any additional costs to be agreed with the Buyer, as per Framework Schedule 7 (Call-Off Procedure).
	3. The Supplier may be required to implement physical, technical, personnel and procedural security controls in accordance with the [HMG Security Policy Framework](https://www.gov.uk/government/publications/security-policy-framework). The Buyer will stipulate their precise requirements at Call-Off Stage.
	4. The Supplier shall ensure that a robust Security Incident/Breach procedure is in place, which shall include immediate notification to the Buyer of any compromise which affects the delivery of the Services. If necessary, the Supplier shall amend their procedure to reflect the recommendations of the Buyer.
3. **PAYMENT AND INVOICING**
	1. Notwithstanding the requirements set out in Framework Schedule 5 (Management Charges and Information), this section describes the additional mandatory payment and invoicing requirements that the Supplier must fulfil as part of the delivery of the Framework.
	2. The Buyer shall specify which payment option(s) they will require at Call-Off Stage. The Supplier shall have the ability to support common payment options such as BACS and CHAPS.
	3. If requested, the Supplier shall have the capability to interface with the Buyers payment/purchase system. The additional cost of any request of this nature will be dealt with at Call-Off Stage, in accordance with Framework Schedule 7 (Call-Off Award Procedure).
	4. The Supplier shall work with the Buyer to help them meet the requirements set out in the [Government Functional Standard 006 - Finance](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1015747/Govt_Functional_Std_GovS006_v2.0.pdf). They shall do this by:
* having an end to end solution to accurately account for payments received,
* be able to securely store funds (physically and electronically) and;
* have an auditable record of all transactions which can be reconciled against any funds transferred to the Buyer, where possible utilising automated checks to reduce the risk of human error.
	1. The Supplier shall agree with the Buyer at Call-Off Stage how to transfer any payments received from delivering the Services, but at a minimum, the Supplier must have UK-based accounting facilities which enable the transfer of funds into an account(s) of the Buyer’s choice. Payment shall be transferred daily (excluding Weekend and Bank Holidays), unless specified otherwise by the Buyer.
	2. The Supplier shall acknowledge any queries relating to the remittance of Services and/or issues relating to reconciliation reporting within 3 working days and have a resolution within 10 working days.
	3. Invoices shall be created in line with the Buyer’s requirements, but at a minimum they must contain itemised charges for Services provided and the rates applied.
1. **SERVICE STANDARDS**
	1. This section describes the mandatory standards that the Supplier shall be obligated to comply with as part of the delivery of the Framework.
	2. The Supplier shall comply with the following Standards, and be certified by the end of the first Framework contract year, and for the duration of the Framework and any Call-Off Contract(s) thereafter:

**a) Quality Management Standards**

* ISO 9001: 2015 - Certified

**b) Information Security Management Standards**

* ISO 27001: 2017 - Certified
	1. The Buyer may ask for additional Standards which will be specified at Call-Off Stage.
1. **MANAGEMENT INFORMATION**
	1. Notwithstanding the requirements set out in Framework Schedule 5 (Management Charges and Information), this section describes the additional mandatory Management Information, monitoring and data reporting requirements that the Supplier must fulfil as part of the delivery of the Framework.
	2. The Authority and/or Buyer may request data and reports on an ad hoc basis to assist with Parliamentary Questions (PQs). The Supplier shall, within two working days of request by the Authority and/or Buyer, provide the required data or information.
	3. The Supplier shall provide the Buyer and/or Authority with data in relation to the number of complaints received, on a monthly basis, or a frequency agreed at Call-Off Stage. This data must inform the Buyer and/or Authority at a minimum about:
* total volume of complaints
* the volume upheld
* the volume which were considered unfounded
* the volume by service delivery
* volume by location
* outcome of complaint

Definitions of complaints will be agreed as part of the mobilisation of any Call-Off Contract.

* 1. The Supplier shall provide the Buyer and/or Authority Management Information about, but not limited to:
* the value and volume of fee bearing transactions (record of transactions with incur a cost and those that do not)
* the volume of applications processed
* the value of applications processed
* the type of applications
* geographical location of usage
* number and value of any refunds issued

At a minimum, the Supplier shall provide this information annually to the Authority, and to the Buyer at intervals agreed at Call-Off Stage.

* 1. The content of statistical information, timing and format of any report requested by a Buyer shall be agreed between the Supplier and the Buyer at Call-Off Stage, but the Supplier shall take appropriate steps to mitigate the risk of errors by using automated checks where possible.
	2. The Supplier must provide confirmation to the Authority of any new Buyers on-boarded onto the Framework within 5 working days of contracts being exchanged.
1. **COMPLAINTS**
	1. Notwithstanding the requirements set in Framework Schedule 4 (Framework Management), this section describes the additional mandatory complaints procedures that the Supplier must fulfil as part of the delivery of the Framework.
	2. The Supplier shall have in place robust and auditable procedures for logging, investigating, and resolving complaints initiated by the Authority and/or Buyer, its representatives and/or Citizens, employees and contractors. The procedure shall allow for the identification and tracking of individual complaints from initiation to resolution within 10 working days.
	3. The Supplier shall ensure that any complaints received directly from a Citizen who is encountering problems whilst trying to use a service are dealt with as a matter of priority and the Supplier shall seek to minimise the disruption caused by utilising the Buyer support helpline, if possible.
2. **WHISTLEBLOWING**
	1. The Supplier shall ensure that it has a policy in place that enables employed, contracted, self-employed staff, and other members of the organisation to voice concerns in a responsible and effective manner. This includes where a staff member and other members of the organisation discover information which they believe shows serious malpractice or wrongdoing within the organisation. The policy shall allow for this information to be disclosed internally without fear of reprisal, and there must be arrangements to enable this to be done independently of line management. The policy shall include:
* Details of The Public Interest Disclosure Act, which came into effect in 1999 and gives legal protection to employees against being dismissed or penalised by their employers as a result of publicly disclosing certain serious concerns.
* Details of a prescribed person or body if an individual feels they cannot go to their employer. **BL**
1. **SOCIAL VALUE**
	1. Social Value legislation places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through procurement activity. Information on The Social Value Act can be found [here](https://www.gov.uk/government/publications/social-value-act-introductory-guide).
	2. Guidance published in [Procurement Policy Note 06/20](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/921437/PPN-06_20-Taking-Account-of-Social-Value-in-the-Award-of-Central-Government-Contracts.pdf) requires that Social value should be explicitly evaluated as part of all central government procurements, including any Call-Off’s under a Framework Agreement.
	3. In delivering this Agreement, the Supplier shall work with the Authority to help further their social value requirements. The Supplier shall deliver reasonable and proportionate social value benefits in relation to the theme of equal opportunity, the policy outcome: tackle workforce inequality, and model award criteria (MAC) 6.1, in accordance with the [Social Value Model](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts).
	4. The Supplier shall:
* report on their Ethnicity Pay Gap - The Ethnicity Pay Gap shows the difference in the average pay between staff from ethnic minority backgrounds in a workforce, compared to ‘White’ staff
* deliver measurable benefits and impacts in respect to reducing their ethnicity pay gap
* record and report performance against the social value requirements to the Authority
	1. The Supplier shall provide a social value report to the Authority, throughout the lifetime of the Framework Contract, every 12 months from the Framework Start Date. As part of this, suppliers shall be prepared to:
* report on the impacts and performance of social value at framework level
* report on the impacts and performance of social value within Call-Off Contracts
* demonstrate the Supplier’s commitment to the [Levelling Up Policy](https://www.gov.uk/government/publications/levelling-up-the-united-kingdom)
* measure and report (when requested) the number, value and % of total contract spend of opportunities awarded to: SMEs, VCSEs, Mutuals.
	1. The Supplier shall demonstrate an ability and willingness to work with Buyers to identify and help further their social value requirements in all Call-Off Contracts. To satisfy this requirement, the Supplier shall deliver reasonable and proportionate social value benefits within Call-Off Contracts under this Agreement. The Supplier should consider the following policy themes, as a minimum:
* COVID-19 Recovery
* Tackling Economic Inequality
* Fighting Climate Change
* Equal Opportunity
* Wellbeing

Information on each social value theme can be found [here](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts).

* 1. The Supplier shall:
* comply with and/or identify proposed social value initiatives, proportionate and relevant to each Call-Off Contract
* deliver measurable benefits and impacts in respect of the social value priorities, when identified in the Call-Off Contract
* provide delivery plans and reporting of impacts and performance of social value to buyers (e.g. method statements and KPIs), as may be required at call-off stage
* record and report performance against the social value requirements, when detailed in the Call-Off Contract

**APPENDIX 1 – LOT 1**

* 1. The Supplier shall provide Front Office Counter Services throughout the United Kingdom via a Network of Outlets which provide in-person support to Citizens. These services must be accessible in line with the requirements set out above.
	2. The services the Supplier must be able to provide are:
* In-person documentation checks
* In-person identification verification
* In-person issuing service
	1. The Supplier shall utilise technology, where possible, to augment the in-person solution, to drive efficiencies and value for money for the Buyer.

A1 - Documentation Checks - Paper Based

* 1. The Supplier shall provide a comprehensive in-person document checking service. This service will include the following requirements:
* In-person review of documents on behalf of the Citizen to ensure they are completed in full and in the correct format
* Post any forms and/or evidence to locations within the UK
	1. The Supplier shall have the capability to capture information on behalf of the Citizen, including but not limited to, name, address, date of birth etc.
	2. The Supplier shall have the capability to check a Citizen’s photo to ensure it complies with the Buyer’s requirements, this may include checks according to the requirements set out by HMG standards for a [passport photo](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/303780/Photoguidance_v7.pdf).
	3. The Supplier shall ensure Citizens can access information describing the services and the service cost prior to starting the process i.e. via the Supplier’s Website or in-person.
	4. The Supplier shall recheck any applications in-person, upon receipt of a valid Token from a Citizen.
	5. The Supplier shall refund the service cost to the Buyer (if applicable) for any in-person checks which are deemed non-compliant upon receipt by the Buyer due to the following reasons:
* incomplete form
* wrong format
* missing mandatory information
* missing, non-compliant, or damaged evidence

This process will be agreed between the Supplier and Buyer at Call-Off Stage.

* 1. The Supplier shall ensure that all documents are transported daily in secure, waterproof and robust packaging via tracked mailing services, unless agreed otherwise at Call-Off Stage.
	2. The Supplier shall have a secure environment to store the Buyer’s documents which must be protected from theft, fire and water damage, unless agreed otherwise at Call-Off Stage.
	3. The Supplier shall, upon request by a Citizen, make available any forms agreed with the Buyer within its Network of Outlets. Specific location will be agreed at the Call-Off Stage.
	4. The Supplier shall have an efficient and effective process to maintain a stock of the Buyers (paper) forms in line with demand across their Network of Outlets. This process must be agreed with the Buyer prior to implementation.
	5. The Supplier shall not distribute any of the Buyers forms outside of the agreed Outlets in the Call-Off Contract without express written approval from the Buyer.

A2 - Documentation Checks - Digital

* 1. The Supplier shall provide a comprehensive in-person electronic document checking service. This service will include the following requirements:
* In-person capture of personal details on behalf of the Citizen electronically.
* Ensure the information captured is completed in full and in the correct format.
* Electronically send this information to the Buyer
	1. The Supplier shall be capable of capturing electronic photographs that conform to the Buyer’s requirements, which may need to align to the requirements for a [passport photo](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/303780/Photoguidance_v7.pdf).
	2. The Supplier shall have the capability to attach electronically captured data, for example a photo and/or scanned documents, to a digital application form on behalf of the Buyer.
	3. The Supplier shall ensure Citizens can access information describing the services and the Service cost prior to starting the process i.e. via the Supplier’s Website or in-person.
	4. The Supplier shall recheck any applications in-person, upon receipt of a valid Token from a Citizen.
	5. The Supplier shall not charge for any checks which are deemed non-compliant upon receipt by the Buyer due to the following reasons:
* incomplete form
* wrong format
* missing mandatory information
* missing, non-compliant evidence to support form

This process will be agreed between the Supplier and Buyer at Call-Off Stage.

* 1. The Supplier shall ensure it has the capability to design, build and manage the requirement for the electronic transfer of data in accordance with the guidance provided by the National Cyber Security Centre on ‘[Security Design Principles](https://www.ncsc.gov.uk/collection/cyber-security-design-principles)’ and ‘[Using TLS to protect data](https://www.ncsc.gov.uk/guidance/using-tls-to-protect-data)’. These shall be provided via standardised approaches, frameworks and languages for API integration (for example JSON/XML), but on occasion may require more bespoke solutions; any additional costs will be agreed between the Buyer and Supplier at Call-Off Stage, as per Framework Schedule 7 (Call-Off Procedure).

B1 - Identity Checks

* 1. The Supplier shall provide a comprehensive in-person identity checking service, including the capability to check physical and digital identification documents. This service will include the following requirements:
* In-person review of the Citizen’s evidence to verify identity.
* Checks for any potential fraudulent evidence. Further information on how to conduct checks can be found within the ‘[Guidance on Examining Identity Documents](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1134497/Guidance_on_examining_identity_documents.pdf)’, these may be refined by the Buyer at Call-Off Stage.
* To make copies of any evidence provided by the Citizens in line with the Buyer's requirements.
* To post any physical documents to locations within the UK.
	1. The Supplier shall ensure that all identity checks are compliant with the [‘Good Practice Guidance’](https://www.gov.uk/government/publications/identity-proofing-and-verification-of-an-individual) (GPG45) or any updated guidance set out on behalf of the public sector. The Supplier shall ensure it has the capability to work with Buyers to align to their needs, including the necessary confidence level set out in the GPG45 (Low - Very High) and their respective processes.
	2. The Supplier may utilise digital and/or offsite checks to verify the Citizen’s personal information such as: name, date of birth or address, as part of the Identity Check.
	3. The Supplier shall have the capability to review and check the validity of a multitude of documents, these may include:
* passports including biometric passports
* identity cards from an EU or European Economic Area (EEA) country that follow the [Council Regulation (EC) No 2252/2004 standards](https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX%3A32004R2252)
* UK photo card driving licences
* EU or EEA driving licences that follow the [European Directive 2006/126/EC](https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32006L0126)
* a Northern Ireland electoral identity card
* a US passport card
* a bank, building society or credit union current account (which the claimed identity can show by giving you a bank card)
* a student loan account letter
* a credit account letter
* a mortgage account letter (including buy to let mortgage accounts)
* a [digital tachograph driver smart card](https://www.gov.uk/apply-for-a-digital-tachograph-driver-smart-card)
* an armed forces identity card
* a proof of age card recognised under PASS with a unique reference number
* a loan account (including hire purchase accounts)
* a digital identity card (via trusted framework)
* a ‘[high](https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32015R1502&from=EN)’ electronic identity from a [notified eIDAS scheme](https://ec.europa.eu/cefdigital/wiki/display/EIDCOMMUNITY/Overview%2Bof%2Bpre-notified%2Band%2Bnotified%2BeID%2Bschemes%2Bunder%2BeIDAS)
* a UK [biometric residence permit](https://www.gov.uk/biometric-residence-permits)
* a utility bill
* a Council Tax bill
* a HMRC Letter (providing full name and address)
* a Occupational Pension Letter (providing full name and address)
* a Council or Housing Association Letter (providing full name and address)
	1. The Supplier shall work with the Buyer to utilise biometric technology (biological/behavioural), where possible. Any additional costs associated with delivering this technology will be agreed between the Buyer and Supplier at Call-Off Stage.
	2. The Supplier shall comply with the requirements set out in UK eIDAS regulations or any modernised guidance, including best practice around electronic signatures.

C1 - Issuing Service

* 1. The Supplier shall provide a comprehensive in-person issuing service, including the capability to check a Citizen’s entitlement to receive the Buyer’s service/goods. This service will include the following requirements:
* In-person review of the Citizen’s evidence, such as a letter or Token, to verify their entitlement to receive a Good/or Service.
* To make copies of any evidence provided by the Citizens in line with the Buyer's requirements.
* Issue the Service/Goods to the Citizen.
	1. The Supplier shall ensure Citizens can access information describing the services and the service cost prior to starting the process i.e. via the Supplier’s Website or in-person.
	2. The Supplier shall have a secure facility to accept receipt of any Goods sent by the Buyer, which shall then be stored in a secure environment, which must be protected from theft, fire and water damage, unless agreed otherwise at Call-Off Stage.
	3. The Supplier shall maintain an internal audit/record of all Goods received and stored on behalf of the Buyer which shall include, at a minimum:
* Location of Goods
* Unique Identifier
* Description of Goods