

# Framework Schedule 1 (Specification)

## Definitions

The following definitions shall apply to this Framework Schedule 1 (Specification) and are supplemental to those set out in Joint Schedule 1 (Definitions):

<b>“Core List”</b>	<p>the list of products considered to be core to Buyer(s) office solution requirements, and listed in Annex A, Annex B and Annex C as applicable to each relevant lot.</p> <p>Suppliers must, at all times, offer a product relevant to each line on the Core List;</p>
<b>“Delivery Option”</b>	<p>the four (4) delivery options to each Buyer which are available for the delivery of the products they order.</p> <p>Each Delivery Option has specific criteria and an uplift % applied to it, as set out in Framework Schedule 3 - Framework Prices.</p> <p>These different options are listed in Framework Schedule 1 - Specification in Section 2.2 Delivery Options.</p>
<b>“Green Products”</b>	<p>a product which has been designed to have a minimal impact on the environment.</p> <p>This can include products that are made from recycled materials, products that are designed to be reused or recycled, and products that are made from renewable resources.</p>
<b>“Minimum Non-Core Discount”</b>	<p>the minimum discount applied to any product defined as Non-Core, set as a percentage discount against manufacturer's recommended retail price (RRP).</p> <p>The discount to be applied to each product category is as per Framework Schedule 3 (Framework Prices);</p>
<b>“Non-Core”</b>	<p>a product which is not on the Core List but can be made available by a Supplier to Buyer(s) under the scope of the Framework Contract.</p>

# **Important information on how to read and use Framework Schedule 1 (Specification)**

## **Framework Deliverables**

This Schedule sets out what we and our Buyer(s) want, setting our expectations of any Supplier providing Deliverables as part of this Framework Contract.

The Supplier must only provide the Deliverables (e.g. goods and services) for the Lot(s) that they have been appointed to.

For all Lots and/or Deliverables, the Supplier must help Buyer(s) comply with any specific applicable Standards of the Buyer.

The Supplier must be able to manage fluctuations in volumes of work and continuously retain the capacity to deliver both national and local level requirements of the Buyer(s).

The Supplier shall create a generic email address specifically for Buyer(s) to use as part of this Framework Contract and any Call-Off Contract.

The Deliverables and any Standards set out in this Schedule may be refined (to the extent permitted and set out in the Order Form) by a Buyer(s) during a Further Competition Procedure to reflect its Deliverables requirements for entering a particular Call-Off Contract.

Deliverables defined in this Framework Schedule 1 represent an indication of the scope that is anticipated to be provided.

However, the Buyer(s) may request services that fall under the broad definition of the Lot title during a Call-Off Procedure.

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## **OFFICE SOLUTIONS (RM6299)**

### **1. SCOPE OF FRAMEWORK CONTRACT**

#### **1.1. SCOPE DESCRIPTION**

- 1.1.1. The scope of the Framework Contract covers the United Kingdom of Great Britain and Northern Ireland.
- 1.1.2. Crown Commercial Service (CCS) is seeking to establish a Framework Contract for the provision of Office Stationery Supplies and Electronic Office Solutions (EOS).  
The Framework Contract shall comprise of three (3) individual Lots as detailed in paragraph 1.2 (Description of Lots) of this Framework Contract.
- 1.1.3. The Framework Contract shall be for an Initial Period of three (3) years.  
The Authority may extend the duration of the Framework Contract for any period up to a maximum of one (1) twelve (12) month extension period in total from the expiry of the Initial Period.
- 1.1.4. This Framework Contract shall be managed centrally by CCS and each Call-Off Contract shall be managed by the Buyer(s). Buyer(s) (or their nominated agents or Buyer Authorised Representative) are responsible for the management of their individual Call-Off Contract pursuant to this Framework Contract.
- 1.1.5. A full list of Buyer(s) who are able to use this Framework Contract from its commencement can be found in the Contract Notice.
- 1.1.6. The procurement has been advertised by publishing a Contract Notice advertising the open procedure under the Public Contracts Regulations 2015 (as amended) (the "Regulations").
- 1.1.7. The purpose of this Framework Schedule 1 – Specification is to provide a description of the Deliverables (Goods and Services) that the Supplier shall be required to deliver to Buyer(s) under the lotting structure of this Framework Contract.  
It will also set out the expectations of a Supplier under the Framework Contract.
- 1.1.8. The requirements listed in each sub-category under Lots 1, 2 and 3 of this Framework Contract are not restricted, as long as the requirements are relevant to the broad heading of the Lots and within the scope of the Contract Notice.
- 1.1.9. A key part of the government's agenda is the transition of Central Government Bodies, their agencies and arms-length bodies departmental spend for Deliverables (common Goods and Services).  
It is intended that this Framework Contract shall be viewed as the default position for sourcing Office Stationery Supplies and EOS equipment for Central Government Bodies, their agencies and arms-length bodies.
- 1.1.10. The Supplier shall provide high quality and value for money Deliverables (Goods and Services) to a broad range of Buyer(s) to meet their requirements.  
The Deliverables will be made available to all Buyer(s) through a Core List of products, as well as Non-Core products.
- 1.1.11. It is envisaged that the Framework Contract will be accessed by a broad Buyer(s) base with differing requirements.  
The Supplier shall have flexibility and scalability to meet the current and future needs and strategies of public sector Buyer(s) in order to accommodate this.

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- 1.1.12. The Supplier shall be aware that additional Services may be required by the Buyer(s) to support their requirements and these will be further specified during the Call-Off Procedure.
- 1.1.13. The Supplier must have flexible logistics and delivery capability to service Buyer(s) requirements that may fall outside office hours due to the Buyer(s) operational requirements.
- 1.1.14. If there are any restrictions, limitations or special requirements that the Supplier will need to be made aware of in order to successfully undertake the Deliverables, then these will be defined by the Buyer at Call-Off Contract stage, where the Buyer is aware that such restrictions, limitations or special requirements exist.
- 1.1.15. The Supplier shall provide products which are both branded (products which contain a manufacturer brand name) and own brand/unbranded (products which contain the Supplier's own brand name or products available as an alternative to a manufacturer's branded product) and this shall include a wide range of sustainable options for products within the Core List, which must be of high quality.
- 1.1.16. The Supplier shall be able to provide a range of Green Products for those Buyer(s) who wish to have a sustainable alternative product.
- 1.1.17. A Buyer(s) will decide which Framework Contract Lot(s) and Supplier(s) they require through a direct award or further competition process, as set out in Framework Schedule 7 – Call-Off Award Procedure.
- 1.1.18. CCS does not warrant that any Buyer will either: a) enter into a Call-Off Contract; or b) that even if it signed a Call-Off Contract, the Buyer(s) will always use the Call-Off Contract to purchase the Deliverables.
- Each Buyer(s) will refine their requirements through a Call-Off Contract that will be signed by both the Supplier and Buyer(s).
- 1.1.19. The Framework Contract will be managed centrally by CCS.
- All Call-Off Contracts will be managed by the Buyer(s) (or their nominated agents or Buyer Authorised Representative).
- 1.1.20. Suppliers shall be aware that the provision of these Deliverables is throughout the United Kingdom of Great Britain and Northern Ireland.

## 1.2. DESCRIPTION OF THE LOTS

- 1.2.1. The Framework Contract consists of three (3) Lots:

Lot Name	Lot scope
Lot 1 - Office Stationery and Electronic Office Supplies (EOS) (Single Supplier)	All office solutions products, including stationery and EOS. This is a single Supplier Lot.
Lot 2 - Office Stationery and Electronic Office Supplies (EOS) (Multi Supplier)	All office solutions products, including stationery and EOS. This is a multi-Supplier Lot.
Lot 3 - Electronic Office Supplies (EOS) (Single Supplier)	EOS only. This is a single supplier Lot.

**1.2.2. Lot 1 – Office Stationery and Electronic Office Supplies (EOS) (Single Supplier)**

- 1.2.2.1. This Lot will have one (1) Supplier only.
- 1.2.2.2. A Buyer(s) will award a Call-Off Contract through the direct award process only. Further Competition is not applicable to this Lot.
- 1.2.2.3. Lot 1 will consist of a Core List of products, provided through a range of Delivery Options as detailed in paragraph 2.2 (Delivery Options) of this Framework Contract.
- 1.2.2.4. A Buyer(s) may also purchase Non-Core products, providing that those products fall within the scope of the Framework Contract and this Lot.  
  
Any Non-Core products purchased will have the applicable Minimum Non-Core Discount applied.
- 1.2.2.5. The Supplier shall, on request, make the Buyer(s) aware of their services for waste collection, which include but are not limited to:
  - 1.2.2.5.1. Toner waste collection/recycling;
  - 1.2.2.5.2. Technology waste collection/recycling; and
  - 1.2.2.5.3. Paper waste collection/recycling.
- 1.2.2.6. Any revenue generated by the Supplier from waste collection services will be shared with Buyer(s).

**1.2.3. Lot 2 – Office Stationery and Electronic Office Suppliers (EOS) (Multi Supplier)**

- 1.2.3.1. This Lot will be a multi Supplier Lot.
- 1.2.3.2. A Buyer(s) may award a Call-Off Contract through a direct award or further competition.  
  
The further competition process may include an e-auction to aggregate their requirements.
- 1.2.3.3. Lot 2 will consist of a Core List of products, provided through a range of Delivery Options as detailed in paragraph 2.2 (Delivery Options) of this Framework Contract.
- 1.2.3.4. A Buyer(s) may also purchase Non-Core products, providing that those products fall within the scope of the Framework Contract and this Lot.  
  
Any Non-Core product purchased will have the applicable Minimum Non-Core Discount applied.
- 1.2.3.5. The Supplier shall, on request, make the Buyer(s) aware of their services for waste collection, which include but are not limited to:
  - 1.2.3.5.1. Toner waste collection/recycling;
  - 1.2.3.5.2. Technology waste collection/recycling; and
  - 1.2.3.5.3. Paper waste collection/recycling.
- 1.2.3.6. Any revenue generated by the Supplier from waste collection services will be shared with Buyer(s).

#### 1.2.4. Lot 3 – Electronic Office Suppliers (EOS) (Single Supplier)

- 1.2.4.1. This Lot will have one (1) Supplier only.
- 1.2.4.2. A Buyer(s) will award a Call-Off Contract through the direct award process only. Further competition is not applicable to this Lot.
- 1.2.4.3. Lot 3 will consist of a Core List of products, provided through a range of Delivery Options as detailed in paragraph 2.2 (Delivery Options) of this Framework Contract.
- 1.2.4.4. A Buyer(s) may also purchase Non-Core products, providing that those products fall within the scope of the Framework Contract and this Lot.  
  
Any Non-Core product purchased will have the applicable Minimum Non-Core Discount applied.
- 1.2.4.5. The Supplier shall, on request, make the Buyer(s) aware of their services for waste collection, which include but are not limited to:
  - 1.2.4.5.1. Toner waste collection/recycling;
  - 1.2.4.5.2. Technology waste collection/recycling; and
  - 1.2.4.5.3. Paper waste collection/recycling.

#### 1.2.5. Product scope of Lots

- 1.2.5.1. The scope of products that are available through all three (3) Lots include, but is not to:

<p>Lot 1 and Lot 2</p>	<p>Products included in these Lots are included <u>but not limited to</u> the ranges listed below.</p> <p>Other products may be added to Contracts as long as they remain within the scope of this Framework Contract:</p> <p><b>Paper and paper products:</b> 100% recycled copier paper (all sizes), envelopes, coloured paper, cut paper, cut board, virgin paper (all sizes), paper products which include notebooks (all sizes), diaries, labels, thermal rolls, paper napkins, paper cups, blue roll, toilet roll, tissues;</p> <p><b>General office stationery products:</b> pens, pencils, marker pens, highlighters pens, whiteboard, white board pens, dry board, presentation items, dry wipe pens, desktop accessories, rulers, pockets and filing accessories, staplers, staple removers, ID wallets, scissors, batteries, erasers, sponges and dampers, date stamp, correction fluid rollers, adhesive rollers, and other office miscellaneous supplies;</p> <p><b>Educational products,</b> art supplies, teaching supplies, school books, exercise books, exercise paper, water-based ink pens, wood free colouring pencils;</p> <p><b>Catering goods and consumables:</b> Tea (loose leaf), herbal tea, tea bags, coffee including decaffeinated, coffee bags, tea pots, cups, paper cups, teapots, mugs, glasses, non-plastic cutlery, saucers, condiments;</p> <p><b>Facility Peripherals (Janitorial/Cleaning):</b> personal hygiene products, sanitary products, blue roll, hygiene products, washroom supplies, washing up liquid, antibacterial wipes, plastic free wet wipes, antibacterial screen cleaner, refuse sacks, waste containers cleaner, antibacterial gels, hand wash and sprays including antibacterial, soap dispensers and consumables, waste containers washroom supplies, signage, locks;</p>
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	<p><b>Furniture:</b> protective screens, sneeze screens, selection of ergonomic equipment and products including, desks, chairs, separation panels (desk privacy panels and desk shields), keyboard, mouse, mouse pads, desk aids, ergonomic cushion, foot rests, laptop holders;</p> <p><b>Small office machines:</b> laminators, shredders (which includes micro cut shredders), paper shredders, calculators, guillotines, label making machines, adding machines, money counting machines, desktop printers;</p> <p><b>Personal Protection Equipment:</b> First aid equipment, face masks, first aid kits and consumables, fire blankets, first aid foil blankets, personal safety alarms, CO2 fire extinguisher, flashlights, torches, and;</p> <p><b>Digital products:</b> electronic office and media supplies, CDs, DVDs and USB drives, electronic storage media and peripherals, digital cameras, camcorders, lenses and accessories.</p> <p><b>Electronic Office Solutions:</b> Inks, toners including remanufactured cartridges, printheads, ribbons, cleaning kits and drum kits.</p>
Lot 3	<p><b>Electronic Office Solutions:</b> Inks, toners including remanufactured cartridges, printheads, ribbons, cleaning kits and drum kits</p>

### 1.2.6. Lot Spend Information

- 1.2.6.1. Below is further information related to each Lot, specifically associated spend over the last financial year (1 April 2022 – 31 March 2023), including approximate splits between core and non-core spend and the number of customers who have purchased products in each Lot.
- This information is intended to be **indicative only** in order to assist Suppliers in submitting their response to this opportunity and is not a guarantee of any volumes purchased through this Framework Contract.

- 1.2.6.2. Note: The core and non-core spend is based on historical data from RM6059 – Office Supplies.

	Lot 1	Lot 2	Lot 3
<b>Transacted spend</b>	£34.5m	£24.3m	£9m
<b>Approximate spend split on Core List products (%)</b>	38%	38%	71%
<b>Approximate spend split on Non-Core products (%)</b>	62%	62%	29%
<b>Approximate product split on Core List products (%)</b>	66%	51%	70%
<b>Approximate product split on Non-Core products (%)</b>	34%	49%	30%
<b>Number of customers</b>	245	395	71



	Central Government - 106	Central Government - 73	Central Government - 32
	Wider Public Sector - 139	Wider Public Sector - 322	Wider Public Sector - 39

1.2.6.3. All figures quoted in the table above relate to the financial year April 2022 – March 2023.

This is due to previous data not being representative of the framework due to covid and associated office closures.

## **2. CORE LIST, DELIVERY AND PRICING**

### **2.1. CORE LIST**

2.1.1. The specific products listed in Annex A, B and C will become the Core List of this Framework Contract for Lots 1, 2 and 3 respectively.

2.1.2. The Core List is managed by CCS at framework level.

2.1.3. The Supplier shall ensure that they can supply all products in the Core List applicable to their Lot.

2.1.4. The Supplier shall ensure that all products in the Core List are available to Buyer(s) throughout the Framework Contract Period.

2.1.5. The Supplier shall ensure products which are not included in the Suppliers' Core List are made available to a Buyer(s).

These products shall be known as Non-Core products and must be within the scope as defined by the Framework Contract.

2.1.6. The range of the Non-Core products shall be regularly reviewed by the Suppliers throughout the Framework Contract Period to reflect the needs of a Buyer(s).

2.1.7. All Non-Core products shall have the Minimum Non-Core Discount applied when being purchased by a Buyer(s).

This is a minimum applicable discount and can be negotiated with the Buyer(s) as appropriate (for example, promotional periods or purchasing in volume)

2.1.8. A Buyer(s) will create a basket of goods as part of the Call-Off Procedure. This basket may include products from both the Core List and Non-Core.

2.1.9. The Supplier shall work with CCS for the Framework Contract Period to review the overall Core List, ensuring it remains relevant and captures evolving Buyer requirements.

2.1.10. CCS will review the Core List on a six-monthly basis (twice per year) to ensure it aligns to current Buyer buying practices and will be based on both sales data and work with Suppliers.

2.1.11. Any amendments made to the Core List must be agreed and approved by CCS before being implemented by the Supplier.

2.1.12. The Supplier shall also notify Buyer(s) if any additional items have been added to the Core List after approval by CCS.

2.1.13. Where a Core List product becomes discontinued or unavailable to the Supplier;

- 2.1.13.1. The Supplier must contact CCS within 3 working days of the Supplier becoming aware of the issue; and
- 2.1.13.2. Provide evidence of the unavailability and propose an alternative product for the Core List.
- 2.1.14. The replacement product shall be of equal, or greater, quality and competitively priced in line with the requirements of this Framework Contract.  
  
CCS reserves the right to benchmark the price of the new product to ensure a competitive price is applied.
- 2.1.15. A Buyer(s) may use the Core List price information to benchmark against other arrangements.  
  
The benchmarking exercise may be used to help Buyer(s) in their decision to use the Framework and/or Supplier.
- 2.1.16. The Supplier shall support the Buyer(s) to identify further opportunities to rationalise and standardise the products included in their Call-Off Contract, in addition to suggesting additional items to be considered for inclusion due to developments within the office market.

## **2.2. DELIVERY OPTIONS**

- 2.2.1. The Supplier shall provide the Buyer(s) with a choice of Delivery Options which shall be specified by the Buyer(s) within their individual Call-Off Contract.
- 2.2.2. The Supplier shall at all times provide a cost-effective Delivery Option as outlined in the Delivery Options listed below:
  - (i) **Delivery Option 1** – next day delivery, ordered via an electronic or manual transaction to either a single or multiple delivery points, depending on the requirement of the Buyer(s);
  - (ii) **Delivery Option 2** – once a week delivery, consolidating all Orders received up to a point of fulfilment, ordered via an electronic or manual transaction and delivered to either a single or multiple delivery points, depending on the requirement of the Buyer(s);
  - (iii) **Delivery Option 3** – twice weekly deliveries, consolidating all Orders received up to a point of fulfilment, ordered via an electronic or manual transaction and delivered to either a single or multiple delivery points, depending on the requirement of the Buyer(s);
  - (iv) **Delivery Option 4** – A bespoke option which can be utilised by any Buyer(s). This can comprise of any combination of the Delivery Options 1-3, depending on the requirements of the Buyer(s)
  - (v) **Low value order delivery charge** – A charge which may be applied on a discretionary basis by the Supplier, where an individual Order has a value of below £35. This delivery charge is set at Framework level and will be contained in Framework Schedule 3. This is in addition to the chosen Delivery Option(s) above.
- 2.2.3. The Supplier shall be aware that some Buyer(s) may require a home delivery to support hybrid working within their organisation.  
  
This shall be incorporated within their chosen Delivery Option.  
  
If the Order value for any home delivery is below £35, and therefore considered a low value order as per 2.2.2 (v), the Supplier may apply a discretionary delivery charge which must not exceed the delivery charges stated within Framework Schedule 3.

This shall be discussed with the Buyer(s) as part of the Call-Off Contract.

- 2.2.4. The Supplier shall ensure that a Buyer(s) is able to collect goods from a Supplier's premises.

This shall be specified by the Buyer(s) within their individual Call-Off Contract.

- 2.2.5. The Supplier shall be aware of the differing delivery requirements by the Buyer(s) and an example of this is located in Annex D. This will be specified within the Buyer(s) individual Call -Off Contract.

## **2.3. PRICING AND CHARGES**

- 2.3.1. Pricing and charges shall be applied as outlined in Framework Schedule 3 – Framework Prices.

- 2.3.2. Suppliers shall provide a price for all products on the Core List and an appropriate uplift percentage applicable to each Delivery Option.

- 2.3.3. Framework Prices will be fixed as follows from the Framework Start Date:

2.3.3.1. Paper and paper-related products for an initial six (6) months;

2.3.3.2. Electronic Office Supplies (EOS) for an initial twelve (12) months; and

2.3.3.3. All other products for an initial eighteen (18) months.

- 2.3.4. Suppliers will have an opportunity to submit consideration for a price review at the expiry of the initial fixed periods, known as the Review Date.

These will be applied as follows:

2.3.4.1. Paper and paper-related products will have a Review Date at the expiry of the initial fixed period and every following six (6) months thereafter;

2.3.4.2. EOS products will have a Review Date at the expiry of the initial fixed period and every twelve (12) months thereafter; and

2.3.4.3. All other products will have a Review Date at the expiry of the initial eighteen (18) month period and every twelve (12) months thereafter.

- 2.3.5. CCS shall consider each request for a price increase.

CCS may grant approval to an increase at its sole discretion.

- 2.3.6. Only products shall be eligible for a price review.

Delivery related charges are fixed for the duration of the Framework Contract.

- 2.3.7. Suppliers may decrease the cost of a product at any time and do not have to do so in line with a Review Date.

Suppliers shall notify CCS of any decreases and request the appropriate price template for completion of the price decreases.

- 2.3.8. CCS shall monitor the market throughout the Framework Contract Period to ensure the review periods align to current market conditions.

- 2.3.9. Pricing in all Lots is a framework price and, as such, is the maximum price that can be charged for any product as part of a Call-Off Contract.

No Buyer(s) should pay in excess of this price.

- 2.3.10. Suppliers will be required to agree specific price review periods with a Buyer(s) as part of the Call-Off Contract.

- 2.3.11. All Non-Core products will be priced using the Minimum Non-Core Discount, which is the minimum discount which can be applied.

Discounts above this are permissible.

- 2.3.12. Suppliers are required to state the margin applicable to each product line from the Framework Start Date in order to baseline this for the duration of the Framework Contract (aligned to the review requirements listed in Framework Schedule 3 – Framework Prices).

- 2.3.12.1. This information will be used solely to ensure transparency as part of the framework management.

Margins will not be shared with Buyer(s) and are required to effectively manage framework pricing by CCS.

### **3. MANDATORY REQUIREMENTS**

- 3.1. All Suppliers must comply with all general and specific mandatory requirements.

- 3.1.1. It is essential that Suppliers take time to fully understand this important part of the requirements, as all mandatory requirements as listed below shall be required to commence from the Framework Start Date.

#### **3.2. QUALITY STANDARDS**

##### **3.2.1. Minimum standards for general office stationery**

- 3.2.1.1. Paper shall be elemental chlorine free (ECF).
- 3.2.1.2. Paper shall carry sustainable accreditations and certifications (for example, ecolabels, Blue Angel and Nordic Swan, or equivalent).
- 3.2.1.3. Paper shall be guaranteed for use on colour and mono copiers, inkjet and laser printers as well as plain paper fax machines.
- 3.2.1.4. Adhesive tapes shall be free from PVC.
- 3.2.1.5. Single use batteries shall be free from mercury and cadmium.
- 3.2.1.6. Electronic calculators shall be solar and dual powered.
- 3.2.1.7. All pencils shall include eco and recycled to meet the Buyer(s) Green Product requirements.
- 3.2.1.8. Inks shall be free from volatile organic compounds (VOCs) and toxic materials.
- 3.2.1.9. All paper products supplied under this Framework Contract shall meet the mandatory minimum standards set out in the Government Buying Standards in the following link:  
<https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>
- 3.2.1.9.1. Paper products shall include, but are not limited to:
  - 3.2.1.9.1.1. All copying and graphic paper;
  - 3.2.1.9.1.2. All paper for printed publications;
  - 3.2.1.9.1.3. All notebooks, notepads, envelopes; and
  - 3.2.1.9.1.4. All tissue paper (kitchen and toilet tissue).

- 3.2.1.10. Office copier paper supplied under this Framework Contract shall comply with the standards show in the table below in addition to the Government Buying Standards in the following link:  
<https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-paper-and-paper-products>

Specification	Specification	Specification	Specification
Weight 80gsm	Weight 80gsm	Weight 80gsm	Weight 80gsm
Opacity >94	Opacity >94	Opacity >93	Opacity >93
Whiteness CIE 55.00±2.5	Whiteness CIE 85.00 ±2.5	Whiteness CIE110 ±2.5	Whiteness CIE135 ±2.5
Roughness>300±100	Roughness>300±100	Roughness > 300 ± 100	Roughness >300±100
Compliant to DIN6738 Resistance to ageing	Compliant to DIN6738 Resistance to ageing	Compliant to DIN12281 Resistance to ageing	Compliant to DIN6738 Resistance to ageing

- 3.2.1.10.1. CCS reserves the right to amend the paper specification, if required, during the life of the Framework Contract and Call-Off Contracts to ensure continued conformance with government standards, market conditions, and technological innovation and any successor standards which may come into effect during the Contract Period.

- 3.2.1.11. The Supplier shall be aware that all Deliverables supplied under the Framework Contract must be fit for purpose and of a quality acceptable to the Buyer(s).

If at any time during the Contract Period the quality of supply for any product is found not to be to the appropriate standard, the Supplier shall provide a substitute item acceptable to the Buyer(s) at no additional cost to either party.

Where this relates to a product on the Core List, CCS must be informed so that an appropriate long-term resolution can be found.

### **3.2.2. Packaging**

- 3.2.2.1. The Supplier shall be required to minimise the amount of packaging required for safe transportation and delivery of the Deliverables and which complies with the Packaging (Essential Requirements) Regulations 2015 (SI 2015/1640) ("the Regulations") (this consolidates and revokes all earlier Regulations). See the following link:  
<https://www.gov.uk/government/publications/packaging-essential-requirements-regulations-guidance-notes>
- 3.2.2.2. The Supplier, when requested by CCS and/or the Buyer(s), shall provide details of the packaging utilised and whether it is obtained from recycled/sustainable sources.

- 3.2.2.3. The Supplier shall be aware that all packaging for paper and consumables shall not contain polyvinyl chloride (PVC).

### **3.2.3. Electric and Electronic Equipment**

- 3.2.3.1. The Supplier shall ensure that all Electric and Electronic Equipment (EEE) provided in association with the provision of the Goods and/or Services under this Framework Contract is compliant with the Restriction of Hazardous Substances (RoHs) Directive and the Waste Electrical and Electronic Equipment (WEEE) Regulations, where appropriate.

This shall include Producer Compliance Scheme registration.

Full details can be accessed via the following link:

<https://www.gov.uk/guidance/rohs-compliance-and-guidance>

- 3.2.3.2. The Supplier shall be required to comply with the Government Buying Standards in relation to office ICT equipment at the following link:  
<https://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-office-ict-equipment>

### **3.2.4. UK Government Timber Procurement Policy (TPP)**

- 3.2.4.1. The UK Government TPP requires that only timber and wood-derived products originating from an independently verifiable Legal and Sustainable source (which can include from a licensed Forest Law Enforcement, Governance and Trade (FLEGT) partner) will be demanded for use on the government estate – appropriate documentation will be required to prove it.

- 3.2.4.2. A 'licensed FLEGT partner' is a timber-producing country that has signed up to a bilateral Voluntary Partnership Agreement with the European Union concerning the EU's Forest Law Enforcement, Governance and Trade licensing scheme and whose timber and wood-derived products have been licensed under that scheme for export by that country's government.

- 3.2.4.3. Please see the following links to the policy and advice notes:  
<https://www.gov.uk/guidance/timber-procurement-policy-tpp-prove-legality-and-sustain-ability>  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/511030/CPET\\_TPAN\\_6th\\_ed\\_-\\_Final.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/511030/CPET_TPAN_6th_ed_-_Final.pdf)

### **3.2.5. Contracts with Suppliers from Russia or Belarus**

- 3.2.5.1. In March 2022, the Government introduced its Public Procurement Note 01/22 'Contracts with Suppliers from Russia or Belarus' (PPN 01/22) in response to the invasion of Ukraine by Russia, which was met with unprecedented global condemnation.
- 3.2.5.2. The UK Government introduced financial and investment sanctions aimed at encouraging Russia to cease actions which destabilised Ukraine.
- 3.2.5.3. This PPN requires that Contracting authorities, such as CCS, should consider how they can further cut ties with companies backed by the

states of Russia and Belarus, including declining to consider tenders.  
The link to the PPN is here:

<https://www.gov.uk/government/publications/procurement-policy-note-0122-contracts-with-suppliers-from-russia-and-belarus>

- 3.2.5.4. CCS will therefore apply PPN 01/22 to all bidders (and any subcontractors named in a tender).

Unless exceptions in the PPN apply, CCS may:

- 3.2.5.4.1. Exclude from this competition any tenders that are deemed from bidders (or subcontractors) who are constituted or organised under the law of Russia or Belarus or whose 'Persons of Significant Control' information states Russia or Belarus of residency; or
- 3.2.5.4.2. Request that a bidder find a replacement subcontractor by a specified deadline before its tender can be included in this competition.

### **3.2.6. Remanufactured Electronic Office Products**

- 3.2.6.1. All remanufactured cartridges must be products which have been disassembled, cleaned and re-built using new components such as seals, and replacement chips where necessary.

They must be made from empty cartridges that have been used by consumers and collected for remanufacturing and not new build.

Print quality testing must have been undertaken.

- 3.2.6.2. The product must be manufactured in a facility(s) that has both ISO9001 and ISO14001 accreditations, which include all of the key elements of the remanufacturing process.

The page yield should be built to perform to the following ISO Standards, which offer at least the same as the OEM products:

- 3.2.6.2.1. ISO/IEC 19752 for monochrome (black only) laser printer toner cartridges;
- 3.2.6.2.2. ISO/IEC 19798 for colour laser printers and multifunctional machine toner cartridges;
- 3.2.6.2.3. ISO/IEC 22505 for monochrome inkjet printer cartridges;
- 3.2.6.2.4. ISO/IEC 24711 for inkjet colour printers that use ink cartridges; and
- 3.2.6.2.5. ISO/IEC 29102 special guideline for cartridge yield in photo printers.

- 3.2.6.3. They should also meet all current quality accreditations such as Nordic Ecolabel/ Swan, Blue Angel, ISO19798 as well as ISO9001 and ISO19001.

Supplier should ensure that they are also made in factories that meet all ethical sourcing standards.

- 3.2.6.4. The Supplier shall warrant the fitness for purpose and quality of remanufactured toner cartridges.

The Supplier shall be required, when notified by the Buyer(s) of product failure, to provide a replacement product at no additional cost and investigate the cause of the failure at a time to be agreed with the Buyer(s).

### **3.2.7. Ethical Sourcing**

3.2.7.1. The Supplier shall ensure that, where the manufacture or supply of the Deliverables is from outside of the United Kingdom (UK), the product supplier's operations shall be carried out in accordance with the health and safety legislation/regulations in that country.

3.2.7.2. Suppliers shall ensure that they comply with minimum ethical sourcing standards in order to support the Government's adoption and ratification of the International Labour Organisation (ILO) "Declaration on Fundamental Principles and Rights at Work" and its eight "Key Conventions".

Please see the following link:

<https://www.ilo.org/declaration/lang--en/index.htm>

3.2.7.3. The numbered conventions and their aims are:

3.2.7.3.1. Freedom of Association and Collective Bargaining (C87, C98);

3.2.7.3.2. Equal Remuneration and Discrimination (C100, C111);

3.2.7.3.3. Forced Labour (C29, C105); and

3.2.7.3.4. Child Labour (C182, C138).

3.2.7.4. CCS reserves the right to request any information relating to ethical sourcing as it may require to ensure it has a transparent view of the supply chain at any time during the lifetime of this Framework Contract Period.

### **3.3. Framework Accreditations**

3.3.1. This section details all of the Framework accreditations that the Supplier must comply with under the Framework Contract and under the terms of any Buyer(s) Call-Off Contract.

Suppliers shall be aware that where any Standards are updated or revised during the Framework Contract Period that the latest Standards and/or legislation will apply.

<b>Standard</b>	<b>Detail</b>
ISO9001 Quality Management	The Supplier shall ensure that they are compliant with, and operate to, the ISO9001 Quality Management Standards, or nationally recognised equivalent, and the successors of these Standards.
	The Supplier shall be required to provide evidence of their current ISO9001 certification, or nationally recognised equivalent, to CCS throughout the Framework Contract Period.
	This shall be required to be in place by the Framework Start Date.



ISO14001 Environmental Management	<p>The Supplier shall ensure that they are compliant with, and operate to, ISO14001 Environmental Management system, or nationally recognised equivalent, and the successors of these Standards.</p> <p>The Supplier shall be required to provide evidence of their current ISO14001 certification, or nationally recognised equivalent, to CCS throughout the Framework Contract Period.</p> <p>This shall be required to be in place by the Framework Start Date.</p>
Cyber Essentials	<p>The Supplier shall ensure that they are compliant with and operate to the Cyber Essentials Scheme certification, or a nationally recognised equivalent (please see attachment 2a Selection Questionnaire).</p> <p>This shall be required to be in place by the Framework Start Date.</p>
	<p>The Supplier shall provide evidence of their current valid Cyber Essentials certification, or nationally recognised equivalent, and the successors of these Standards to CCS throughout the Framework Contract Period.</p> <p>This shall be required to be in place by the Framework Start Date.</p>

### **3.4. Security Requirements**

- 3.4.1. Suppliers are required to have Cyber Essentials as part of the Framework Contract. A Buyer(s) may have additional security requirements, which will form part of their Call-Off Contract.

It remains a Buyer responsibility to obtain appropriate evidence from the Supplier that the solution provisioned under this Framework Contract meets all the obligations and that the residual security risk is acceptable.

- 3.4.2. The Supplier shall have in place security clearance which meets the differing requirements of the Buyer(s), and shall ensure full compliance with the Standards set out here:  
<https://www.gov.uk/government/publications/hmg-personnel-security-controls>
- 3.4.3. The Supplier shall comply with all requirements of Baseline Personnel Security Standard (BPSS) or an agreed equivalent, and ensure a BPSS is undertaken for all Supplier Staff, in accordance with HMG Baseline Personnel Security Standard accessible via the following link:  
<https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>
- 3.4.4. The Supplier shall be aware that a Buyer(s) may have a requirement for Supplier Staff to have a higher level of security clearance when undertaking deliveries to sensitive locations, including but not limited to Security Check (SC) clearance.  
The requirement for any such level of clearance shall be defined by the Buyer(s) during the Call-Off Procedure.
- 3.4.5. The Supplier shall be aware that a Buyer(s) may request additional security measures to comply with their own organisations Security Policy.
- 3.4.6. The Supplier shall comply with the requirements of the Buyer(s) and, where relevant the Security Policy, to ensure that they have in place the required level of security clearance and screening for Supplier Staff.

- 3.4.7. The Supplier shall not charge a premium to a Buyer(s) for any additional security compliance applicable to a Call-Off Contract, unless otherwise agreed in advance by the Buyer(s).
- 3.4.8. The Supplier shall ensure that all Supplier Staff used in the provision of the Deliverables under this Framework Contract shall comply with security controls, procedures and policies as specified in each Call-Off Contract:  
<https://www.gov.uk/guidance/basic-dbs-checks-guidance>
- 3.4.9. The Supplier shall comply with the Cabinet Office Security Policy Framework (SPF) throughout the lifetime of each Contract, as may be amended from time to time. Full details of the Cabinet Office SPF can be viewed at the following link:  
<https://www.gov.uk/government/collections/government-security>
- 3.4.10. The Supplier shall ensure that the Buyer(s) information and data (electronic and physical) shall be collected, held and maintained in a secure and confidential manner and in accordance with the terms of the Framework Contract and any Call-Off Contract.

### **3.5. Customer Support Service**

- 3.5.1. The Supplier shall have a customer support service in place for the Buyer(s) that includes the following as a minimum:
  - 3.5.1.1. A customer support helpdesk service that shall operate during core operational hours between 09:00 to 17:00 Monday to Friday, excluding public holidays in England and Wales.  
  
Alternative coverage shall be defined by the Buyer during the Call-Off Procedure.
  - 3.5.1.2. The helpdesk service staff shall support the Buyer(s) online and offline Deliverables and online and offline ordering process.
  - 3.5.1.3. The Supplier shall ensure that the Buyer(s) are able to log support calls via email, phone or service portal and receive telephone support from the Suppliers Staff when required.
  - 3.5.1.4. The Supplier shall ensure that all Supplier Staff appointed to the helpdesk service shall have the relevant skills in customer service and have received training to address the requirements of the Buyer(s) staff with specific requirements.
  - 3.5.1.5. The Supplier shall ensure that all Supplier Staff appointed to the helpdesk have the appropriate security clearance to work on a Buyer(s) account as detailed in the following link:  
<https://www.gov.uk/government/publications/hmg-personnel-security-controls>
  - 3.5.1.6. All calls shall be charged at no more than a standard call rate (no premium rate telephone numbers are allowed).
  - 3.5.1.7. The Supplier shall provide operating guidance to the Buyer(s), as well as a generic frequently asked questions (FAQ) and information page to support the completion of the Buyer(s) Orders as a minimum.  
  
This information shall be available at the Framework Start Date.
  - 3.5.1.8. The Supplier is required to undertake an annual customer satisfaction survey.

The content of the survey will be agreed with CCS prior to the Framework Start Date.

Outcomes from the survey will be reported to CCS at the next supplier review meeting following the completion of the survey.

### **3.6. Complaint Handling**

- 3.6.1. The Supplier shall have a robust and auditable complaints procedure for logging, investigating, managing, escalating and resolving any complaints initiated by the Buyer(s) and/or CCS and their users.
- 3.6.2. The complaints procedure shall comply with the following:
  - 3.6.2.1. All complaints shall be logged and acknowledged within twenty-four (24) hours of receipt.
  - 3.6.2.2. All complaints shall be resolved within five (5) Working Days of the original complaint being made unless otherwise agreed with the Buyer(s).
  - 3.6.2.3. The Supplier shall replace any returned or faulty goods, as applicable, that are the same in price and quality within ten (10) Working Days from when the complaint was made.
  - 3.6.2.4. All complaints shall be recorded, together with the actions and timescales taken to resolve the complaint.
  - 3.6.2.5. The Supplier shall analyse and identify any pattern of complaints and bring these to the attention of CCS during Supplier review meetings.
- 3.6.3. The Supplier shall have in place an escalation route for any complaints that have not been resolved within the specified timescales as detailed in 3.6.2.
- 3.6.4. If the Supplier fails to deliver the correctly ordered product, or the quantity required, the Supplier shall provide the correct product and/or quantity to the Buyer(s) without any additional cost, and within 24 hours of the error being identified, Monday to Friday excluding bank holidays.
- 3.6.5. In the event of an order being placed correctly by a Buyer(s), and in response a Supplier delivers faulty, incorrect products or in the wrong quantity, the Buyer(s) shall not pay for these products.
- 3.6.6. The Buyer(s) shall advise the Supplier of any incorrect products within ten (10) Working Days and, if they wish to retrieve such products, the Supplier shall do so at their own expense and at a time agreed with the Buyer(s).

### **3.7. Ordering Process**

- 3.7.1. The Supplier shall have the ability to process Orders both electronically (online) and offline including, but not limited to:
  - 3.7.1.1. The provision of an online catalogue system available on the Supplier's ordering platform or suitable for uploading into a Buyer(s) eProcurement system;
  - 3.7.1.2. E-mail; and
  - 3.7.1.3. Telephone.
- 3.7.2. The Supplier shall make available an online catalogue system for the Buyer(s) to place Orders.

## Framework Schedule 1 (Specification)

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This will incorporate the Buyer(s) Core List and Non-Core requirements and shall have the following, as a minimum:

- 3.7.2.1. A basket of goods;
  - 3.7.2.2. A pre-populated shopping list of previously purchased products (favourites);
  - 3.7.2.3. A generic product index which covers all of the individual Core List and Non-Core products for all Lots;
  - 3.7.2.4. Clear product information, which shall include as a minimum:
    - 3.7.2.4.1. Name of the manufacturer of the product;
    - 3.7.2.4.2. Country of origin;
    - 3.7.2.4.3. Manufacturer/supplier product code number; and
    - 3.7.2.4.4. Photographic image of the product, which shall be a true representation, and a full description of the product which must include, as a minimum:
      - 3.7.2.4.4.1. Size;
      - 3.7.2.4.4.2. Dimensions;
      - 3.7.2.4.4.3. Pack size and quantity;
      - 3.7.2.4.4.4. The price of the individual product based on the denomination of quantity, excluding VAT;
      - 3.7.2.4.4.5. Sustainable alternative options for products, wherever possible; and
      - 3.7.2.4.4.6. If the product can be recycled.
  - 3.7.2.5. Details of the Supplier customer service support helpdesk, including email address, telephone and fax number (where applicable); and
  - 3.7.2.6. Visual display of when products are out of stock.
- 3.7.3. In addition, the online catalogue system shall have:
- 3.7.3.1. The ability to be modified to meet the information technology (IT) requirements of the individual Buyer(s).

Details of these requirements will be defined by the Buyer(s) within the Call-Off Contract;
  - 3.7.3.2. A user friendly and intuitive system which is easy to navigate from initial login to final completion of the Order, including an easy to use search function;
  - 3.7.3.3. The ability for the Buyer(s) to create an unlimited number of online accounts with individual password protected login details;
  - 3.7.3.4. The ability for the Buyer(s) to request a new password for the named account.

The new password shall be sent to the nominated email address within a period of 1 hour from the initial request, between the hours of 09:00 to 17:00;
  - 3.7.3.5. The capability to support a punch-out system and provide a “purchase to pay” functionality.

Suppliers shall note that, where required, the online catalogue system shall be capable of being integrated with the Buyer(s) procurement and financial systems (these include, for example, Oracle and SAP, and equivalent eProcurement systems).

Details of these requirements shall be defined within the Buyer(s) Call-Off Contract; and

- 3.7.3.6. It must comply with the Equality 2010 (Accessibility Regulations 2018) and all relevant legislation. Please see the following link:  
<http://www.legislation.gov.uk/ukxi/2018/952/made>

3.7.4. The Supplier shall be able to accept Orders from all Buyers from 09:00 until 17:00 Monday to Friday, throughout the year, excluding bank holidays.

3.7.5. The Supplier shall provide an immediate notification to the Buyer(s) in all instances where Orders, placed via the online catalogue system or by any other method, are rejected and subsequently cancelled by the Supplier.

The method in which such notifications are communicated to the Buyer(s) shall be agreed within the Call-Off Contract.

3.7.6. The Supplier shall not disclose any materials which have been created specifically for the sole purpose of this Framework Contract, without the explicit written permission of CCS;

3.7.7. During the Framework Contract Period CCS may implement technology designed to improve the Buyer(s) experience of using this Framework Contract.

Suppliers will be required to work with CCS to make any necessary adjustments as a result of these improvements.

For example, this could include the implementation of an end-to-end catalogue management solution which incorporates suitable agreements across CCS to allow a Buyer(s) a single solution to procure from numerous framework agreements, or a solution designed to assist a Buyer(s) in their procurement process.

This work may be limited to one Lot and impact only Suppliers within that Lot, or may be required across all Lots and impact all Suppliers across all Lots.

### **3.8. Delivery**

3.8.1. The Supplier shall provide a full national delivery service which includes England, Scotland, Wales and Northern Ireland.

3.8.2. Where required to do so by the Buyer(s), the Supplier shall provide security clearance details of drivers and may be required to supply full booking in details including, but not limited to:

- 3.8.2.1. Vehicle details including registration;
- 3.8.2.2. Full driver details and estimated time of arrival; and
- 3.8.2.3. Details of the next destination of the vehicle.

3.8.3. The Supplier shall be able to provide a range of vehicle types and sizes to deal with the broad range of economy movement requirements of the Buyer(s).

3.8.4. The Supplier shall make deliveries to the Buyer(s) site between the hours of 09:00 to 17:00 Monday to Friday throughout the year excluding public holidays, in accordance with the Delivery Option selected by the Buyer(s) within their Call-Off Contract.

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3.8.5. The Supplier shall be aware that deliveries on Saturdays, Sundays or public holidays may be required and the Buyer(s) shall confirm this requirement within their Call-Off Contract.

3.8.6. The Supplier shall ensure that all products are packed and labelled by each individual Buyer(s) Order.

Each delivery shall be accompanied by a delivery note which, as a minimum, shall include the following:

- 3.8.6.1. Name of person who placed the Order;
- 3.8.6.2. Name and delivery address of the recipient;
- 3.8.6.3. Purchase order number;
- 3.8.6.4. Product code and description;
- 3.8.6.5. Quantity of parcels packed for each Order;
- 3.8.6.6. Number of products in each parcel;
- 3.8.6.7. Details of products to follow (if part order fulfilled)

3.8.7. The Supplier shall ensure:

- 3.8.7.1. The Buyer provides a postcode for delivery;
- 3.8.7.2. A call or SMS is made 1 hour prior to delivery to the contact number provided by the Buyer(s);
- 3.8.7.3. That a signature from a representative of the Buyer(s) is obtained for each delivery, which shall also acknowledge the number of parcels received;
- 3.8.7.4. The level of detail required for the proof of delivery shall be agreed between the Supplier and the Buyer(s);
- 3.8.7.5. That any special delivery requirements, including the Buyer(s) delivery sites, will be set out in the Buyer(s) Call-Off Contract are complied with. Examples of this can be found in Annex D ;
- 3.8.7.6. Any changes to a Buyer(s) Delivery Option will be agreed between the Buyer and Supplier and the Call-Off Contract shall be amended to reflect this;
- 3.8.7.7. That no deliveries, under any circumstances, shall be left unattended either inside or outside of any building until a delivery signature is obtained;
- 3.8.7.8. That they shall be responsible for all mechanical off-loading, lifting or moving equipment, if required;
- 3.8.7.9. That they shall provide, when required, bulk delivery of items e.g. pallets of paper products; and
- 3.8.7.10. Removal of all pallets, containers and cages as requested, and that this is in accordance with the Buyer(s) requirements.
- 3.8.7.11. That, in the event that any Buyer(s) is not able to accept partial or incomplete orders, the Supplier must guarantee that the Orders are fulfilled in a single drop.

Where this is requested, it shall be highlighted in the Call-Off Contract.

- 3.8.7.12. That they have the capability to electronically track all Orders, from point of order through to final delivery destination and Buyer(s) have access to this information where applicable.

### **3.9. Invoicing and Payments**

- 3.9.1. The Supplier shall have the ability to invoice Buyer(s) and receive payment by the following methods as a minimum, where required (this list is not exhaustive, and shall be agreed within the Call-Off Contract):
  - 3.9.1.1. Debit/Credit Card;
  - 3.9.1.2. Government Procurement Card (GPC);
  - 3.9.1.3. Public sector card;
  - 3.9.1.4. Electronic bank transfer (BACS);
  - 3.9.1.5. Direct debit; and
  - 3.9.1.6. Embedded cards and virtual card.
- 3.9.2. The Supplier shall ensure that each invoice submitted includes, but is not limited to:
  - 3.9.2.1. Account number;
  - 3.9.2.2. Supplier Order number;
  - 3.9.2.3. Customer Order reference;
  - 3.9.2.4. Product information, including description;
  - 3.9.2.5. Amount ordered;
  - 3.9.2.6. Unit and total price (excluding and including VAT);
  - 3.9.2.7. Delivery address;
  - 3.9.2.8. Contact name;
  - 3.9.2.9. Date of supply; and
  - 3.9.2.10. Date of invoice.
- 3.9.3. The Supplier shall work with the Buyer(s) to provide consolidated invoices at Call-Off Contract stage, if required.

A consolidated invoice is a single invoice combining a number of individually placed Orders, created at regular intervals as agreed with the Buyer(s).
- 3.9.4. The Supplier shall facilitate payment by the Buyer(s) of the Charges under a Call-Off Contract under any method agreed with the Buyer(s) in the Order Form.
- 3.9.5. The Supplier shall facilitate a change of payment method during the term of any Call-Off Contract, if required.
- 3.9.6. The Supplier shall not charge the Buyer(s), nor CCS, any fees for the use of any payment method or for a change of payment method during the term of a Call-Off Contract.
- 3.9.7. The Buyer(s) must pay the Supplier the Charges within 30 days of receipt by the Buyer of a valid, undisputed invoice, in cleared funds using the payment method and details stated in the Order Form.
- 3.9.8. The Supplier shall ensure that all Subcontractors are paid, in full, within 30 days of a receipt of a valid, undisputed invoice.

If this does not happen, CCS or the Buyer(s) can publish the details of late payment or non-payment.

- 3.9.9. Further details of the obligations applicable to this Framework Contract are found in the Core Terms in Section 4 – Pricing and Payments.

### **3.10. Business Continuity and Disaster Recovery (BCDR)**

- 3.10.1. The Supplier shall have a full electronic stock control system with backup processes, or infrastructure, to continue ‘business as usual (BAU)’ for both stock control and ordering.

- 3.10.2. The Supplier shall have a plan in place detailing back-up systems and procedures to follow if systems were to fail.

This shall include but is not limited to:

- 3.10.2.1. Email;
- 3.10.2.2. Website;
- 3.10.2.3. Stock control systems;
- 3.10.2.4. Phone and fax lines;
- 3.10.2.5. Payment systems.

- 3.10.3. The Supplier shall ensure the plan includes a review and audit procedure.

- 3.10.4. The plan will be aligned to Call-Off Schedule 8 – Business Continuity and Disaster Recovery and applicable to each Call-Off Contract.

- 3.10.5. In line with Framework Schedule 4 – Framework Management, the Supplier shall provide a Business Continuity and Disaster Recovery (BCDR) plan to CCS which supports this Framework Contract.

This must be received prior to the Framework Start Date.

## **4. SOCIAL VALUE AND SUSTAINABILITY**

### **4.1. Our Social Value priorities**

- 4.1.1. The Public Services (Social Value) Act 2012, Procurement Reform (Scotland) Act 2014, and Well-being of Future Generations (Wales) Act 2015 place a requirement on a Buyer(s) in the wider public sector (such as Local Authorities, NHS and Blue Light services) to consider:

- 4.1.1.1. How the economic, environmental and social well-being of the relevant area may be improved by what is being procured; and
- 4.1.1.2. How, in conducting the procurement, they might act with a view to securing that improvement.

- 4.1.2. Further information regarding the Public Services (Social Value) Act 2012, Procurement Reform Scotland Act 2014 and Well-being of Future Generations (Wales) Act 2015 can be found at the following links:

- 4.1.2.1. <https://www.gov.uk/government/publications/public-services-social-value-act-2012>
- 4.1.2.2. <https://www.gov.scot/publications/procurement-reform-scotland-act-2014-statutory-guidance/>
- 4.1.2.3. <https://www.legislation.gov.uk/anaw/2015/2/contents>



- 4.1.3. Social value legislation and guidance 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 commissioning and procurement activity and, in Scotland, to deliver them.

These benefits are over and above the core deliverables of contracts.

- 4.1.4. Policy Procurement Note (PPN) 06/20 requires that social value should be explicitly evaluated in all central government procurement, rather than just 'considered'.

Further information can be found at the following link:

<https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>

- 4.1.5. The Supplier shall have regard to economic, social and environmental wellbeing in connection with the Deliverables supplied under this Framework Contract.

- 4.1.6. The Supplier shall work with the Buyer(s) to help them conform to the Public Services (Social Value) Act 2012 in England, the Procurement Reform (Scotland) Act 2014 and the Well-being of Future Generations (Wales) Act 2015.

- 4.1.7. This Framework Contract provides the Buyer(s) a means to embed the Social Value Act 2012, which must be considered in all Call-Off Contracts through reviewing policy themes such as:

- 4.1.7.1. Covid-19 recovery;
- 4.1.7.2. Tackling economic inequality;
- 4.1.7.3. Fighting climate change;
- 4.1.7.4. Equal opportunity; and
- 4.1.7.5. Wellbeing.

- 4.1.8. The CCS social value priorities for this procurement align to:

- 4.1.8.1. **Fighting climate change** – concerned with product life cycle impacts, reducing the use of plastics in manufacturing and packaging, providing Green Product alternatives, waste management, working towards net zero greenhouse gas emissions, and supporting environmental protection and improvement.

Specific examples could include:

- 4.1.8.1.1. How you will work with Suppliers in your supply chain to reduce the environmental impact, including reduction in use of single use plastics in products and packaging;
- 4.1.8.1.2. How you will track and calculate your carbon footprint, both direct and indirect, and implement initiatives to improve this both within your organisation and throughout your supply chain;
- 4.1.8.1.3. How you will tackle waste to landfill and ensure appropriately measured targets for improvement; and
- 4.1.8.1.4. How you will identify products which are sourced sustainably and add them to your product portfolio.

- 4.1.8.2. **Tackling economic inequality** – concerned with the safety, resilience, skills, development and diversity of supply chains.

Specific examples could include:

- 4.1.8.2.1. The diversity of your supply chain, ensuring a broad range of organisations such as SMEs, VCSEs, etc;
  - 4.1.8.2.2. How you will support innovation within your supply chain;
  - 4.1.8.2.3. How you will support the development of scalable and future-proofed new methods to modernise delivery and increase productivity;
  - 4.1.8.2.4. How you will work with your supply chain in a fair, responsible and sustainable manner;
  - 4.1.8.2.5. How you will identify and manage cyber security risks within your supply chain; and
  - 4.1.8.2.6. How you will influence staff, suppliers, customers and communities to support resilience and capacity throughout your supply chain.
- 4.1.8.3. **Equal Opportunity** – concerned with tackling workforce inequality.  
Specific examples could include:
  - 4.1.8.3.1. How you will identify and manage the risks of modern slavery throughout your supply chain, including your procedures to support the elimination of modern slavery even if your organisation isn't in scope of the Modern Slavery Act 2015;
  - 4.1.8.3.2. How you will identify and tackle inequality in employment, skills and pay in the workforce;
  - 4.1.8.3.3. How you will support in-work progression to help people, including those from disabled, disadvantaged or minority groups, to move into higher paid work by developing new skills; and
  - 4.1.8.3.4. How you will create employment and training opportunities, particularly for those who face barriers to employment and/or who are located in deprived areas.
- 4.1.9. Suppliers are expected to act with these priorities in mind, and the Authority may discuss these priorities as part of framework management meetings.
- 4.1.10. Suppliers must be aware of, and commit to, the carbon net zero (CNZ) requirements as published in PPN 06/21.  
  
This requires Suppliers to confirm their commitment to achieving net zero by 2050 and submit an appropriate carbon reduction plan (CRP).  
  
Suppliers must submit this as part of their response to this tender opportunity and update their progress against the CRP on an annual basis.  
  
More information can be found at:  
<https://www.gov.uk/government/publications/procurement-policy-note-0621-taking-account-of-carbon-reduction-plans-in-the-procurement-of-major-government-contracts>
- 4.1.11. Suppliers are required to set SMART (specific, measurable, achievable, relevant, time-bound) targets aligned to social value at a framework level.  
  
These will be agreed prior to the Start Date and progress will be reported annually.  
  
These targets will be reviewed annually to ensure they remain relevant.

4.1.12. The Buyer(s) requirements will be set out in the Call-Off Contract.

The Supplier shall comply with and/or identify proposed social value initiatives, proportionate and relevant to each Call-Off Contract.

4.1.13. The Supplier and the Buyer(s) will agree relevant targets and measures to be used for delivery of social value as required in the Call-Off Contract.

4.1.14. The Supplier will develop and maintain a plan throughout the Framework Contract Period detailing how they will contribute to the overall achievement of our social value priorities.

4.1.15. The Supplier shall report to CCS annually details and progress of social value initiatives identified by the Buyer(s) as part of their Call-Off Contracts.

4.1.16. The Supplier shall work with the Buyer(s) to produce any social value method statement or delivery plan that is relevant and proportionate to the broader requirement of the Call-Off Contract.

## **4.2. Sustainability and Environmental**

4.2.1. The Supplier will support CCS and the Buyer(s) to meet the Government agenda in terms of business sustainability, which requires consideration of commercial needs and making a positive impact on society and the environment, both locally and globally, as detailed in Joint Schedule 5 (Corporate Social Responsibility)

4.2.2. The Greening Government Commitments (GGCs) set out the actions UK government departments and their partner organisations will take to reduce their impacts on the environment in the period 2021 to 2025.

Details can be found at the following link:

<https://www.gov.uk/government/publications/greening-government-commitments-2021-to-2025>

4.2.3. The Supplier shall comply with the Government Buying Standards (GBS) applicable to the Deliverables under this Framework Contract.

Full details can be found on the DEFRA Sustainable Development in Government website at the following link:

<https://www.gov.uk/government/collections/sustainable-procurement-the-government-buying-standards-gbs>

4.2.3.1. All government departments and their related organisations must make sure that they meet the minimum mandatory Government Buying Standards when buying Goods and Services.

We also encourage the wider public sector to specify the minimum mandatory standards in tenders.

4.2.3.2. We encourage everyone to meet the best practice standards, which go further than the mandatory standards.

4.2.3.3. The product specifications set out in the GBS are aimed primarily at public sector organisations procuring Goods and Services.

However, any organisation concerned about sustainable procurement may choose to follow them or to specify them in tenders.

4.2.3.4. Suppliers will be required to support Government departments and their related organisations, known as a Buyer(s), in achieving their mandatory GBC in relation to the scope of this Framework Contract.

4.2.4. CCS is committed to reducing the environmental impact within its framework contracts.

This includes, amongst others, Consumer Single Use Plastic (CSUP) and requires the Supplier to ensure all Deliverables comply with the following:

- 4.2.4.1. The 25 Year Environment Plan, which sets out what the Government intends to do to improve the environment within a generation.

This is available to view at the following link:

<https://www.gov.uk/government/publications/25-year-environment-plan>

- 4.2.4.2. To work with CCS throughout the lifecycle of this contract to minimise the environmental impact;

- 4.2.4.3. To consider the relevance of sustainability at all lifecycle stages of the Deliverables (Goods and/or Services) provided under this Framework Contract.

This includes not only consideration of commercial needs and minimisation of negative impacts but also the maximisation of positive impacts on society and the environment;

- 4.2.4.4. To work with CCS and the Buyer(s) to identify opportunities to introduce innovation, reduce cost and waste and ensure sustainable development is at the heart of their operations.

This shall include, but is not limited to, product rationalisation and standardisation, leverage opportunities within the Supplier's supply chain and reviewing order placement methods, frequency and quantity;

- 4.2.4.5. To work with the Buyer(s) to reduce environmental impact within the lifecycle of their Call-Off Contract;

- 4.2.4.6. To work with CCS and the Buyer(s) throughout the Contract Period to reduce the use of plastics across government estates, Buyer(s) organisations and the whole supply chain;

- 4.2.4.7. To provide information on new or improved environmentally preferable products when they become commercially available, and promote their use under the Framework Contract; and

- 4.2.4.8. Demonstrate their measured progress on climate change adaptation, mitigation and sustainable development including performance against carbon reduction plans (CRP)

4.2.5. The Supplier may also be asked to provide information and work with CCS and the Buyer(s) in respect to the following initiatives:

- 4.2.5.1. Recycled paper as standard;

- 4.2.5.2. Consumer Single Use Plastic (CSUP) products, including reduction and elimination;

- 4.2.5.3. Waste reduction/management e.g. reduction in packaging materials, including the reduction/elimination of CSUP in packaging;

- 4.2.5.4. Carbon emission and carbon footprint reduction (including progress against their CRP);

- 4.2.5.5. Energy efficiency reduction plan;

- 4.2.5.6. Product rationalisation;

- 4.2.5.7. Information, support and promotion of Green Products;
  - 4.2.5.8. Assistance in developing sustainable strategies;
  - 4.2.5.9. Management reports to help corporate responsibility objectives;
  - 4.2.5.10. Advice on specific projects to reduce waste and carbon;
  - 4.2.5.11. Reduce, reuse and recycle; and
  - 4.2.5.12. Recycling and disposal processes for various product categories.
- 4.2.6. Further information relating to environment and social value requirements can be found in 'Our Social Value priorities' section (4.1) above.

#### **4.3. Modern Slavery (Modern Slavery Act 2015)**

- 4.3.1. CCS has an obligation to ensure that all Suppliers under this Framework Contract understand the risks of modern slavery in supply chains, and take appropriate action to identify and address those risks, with particular focus on supporting victims of modern slavery.
- 4.3.2. Safe and Secure Supply Chains: Addressing Modern Slavery and exploitation in our Supply Chain:
- 4.3.2.1. It is the role of CCS and the Buyer(s) to ensure the Suppliers with whom we do business understand the risks of modern slavery in supply chains, and take appropriate action to identify and address those risks, with particular focus on supporting victims of modern slavery.
  - 4.3.2.2. The Supplier will comply with the provisions of the Supplier Code of Conduct and the Standards set out in Joint Schedule 5 (Corporate Social Responsibility) including the reporting requirements set out in Framework Schedule 5 (Management Charges and Information) and continuous improvement requirements set out in Call-Off Schedule 3 (Continuous Improvement).
  - 4.3.2.3. Due to the nature of the Services and the supply chain being present in at-risk countries, the office solutions direct and indirect supply chain does present a level of risk to modern day slavery. This can include:
    - 4.3.2.3.1. Child labour, forced labour and people trafficking;
    - 4.3.2.3.2. Sourcing of raw materials in high risk countries; and
    - 4.3.2.3.3. The use of temporary or agency workers.
  - 4.3.2.4. The Supplier will address these known risks within the supply chain through a supplier annual slavery and human trafficking report, as requested in Joint Schedule 5 (Corporate Social Responsibility).
- 4.3.3. To address modern slavery and exploitation in the supply chain, the Supplier shall be required to undertake their own risk assessment of their supply chain, to both identify and manage risks accordingly.
- 4.3.4. The Supplier shall implement due diligence procedures to ensure that there is no slavery or human trafficking in any part of its supply chain performing obligations under the Framework Contract or a Buyer(s) Call-Off Contract.
- 4.3.5. The Supplier shall complete an annual modern slavery assessment. Details will be provided by CCS and will form part of the onboarding process and supplier management throughout the Framework Contract Period.

- 4.3.6. The Supplier shall prepare and deliver an annual slavery and human trafficking report to CCS, setting out the steps they have taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business.
- 4.3.7. The Supplier shall provide a Transparency in Supply Chains (TISC) statement, where applicable in the Modern Slavery Act 2015.
- 4.3.8. The Supplier shall report the discovery or suspicion of any slavery or trafficking by it or its Subcontractors to CCS, the Buyer and modern slavery helpline.

#### **4.4. Consumer Single Use Plastics (CSUP)**

- 4.4.1. In its 25 year environment plan (<https://www.gov.uk/government/publications/25-year-environment-plan/25-year-environment-plan-our-targets-at-a-glance>), the UK Government has a strategic ambition to “....work towards all plastic packaging placed on the market being recyclable, reusable or compostable by 2025.”

This follows on from and is intended to support commitments to leave the environment in a better condition for the next generation and, in particular:

- 4.4.1.1. An “ambition” of zero avoidable waste by 2050; and
  - 4.4.1.2. A “target” of eliminating avoidable plastic waste by the end of 2042.
- 4.4.2. The UK Government has also pledged to remove any CSUP purchased under a Government contract from its office estates.  
CCS has pledged to support this Government commitment.
- 4.4.3. CSUPs include anything made wholly or partly of plastic, which is typically intended to be used just once and/or for a short period of time before being disposed of (i.e. plastics which are used by consumers that are avoidable and/or which there is a viable and sustainable market alternative).
- 4.4.4. The Supplier shall work collaboratively with CCS throughout the Framework Contract Period to help it fulfil its comment to the Government’s pledge by:
  - 4.4.4.1. Identifying which avoidable single use plastics can be phased out immediately and identify suitable alternatives;
  - 4.4.4.2. Identifying which single use plastics can be phased out and at a no cost to the Buyer(s);
  - 4.4.4.3. Identifying which single use plastics can be phased out, with time, at no cost to the Buyer(s);
  - 4.4.4.4. Identifying which plastics are not substitutable and advising of when they may become substitutable;
  - 4.4.4.5. Provide CCS with an annual CSUP report of products purchased through this framework agreement; and
  - 4.4.4.6. Provide the Buyer(s) upon request a report of their CSUP usage.
- 4.4.5. The Supplier shall offer suitable alternative products to CSUP through the Contract Period.
- 4.4.6. The Supplier shall provide information on new or improved environmentally alternative products when they become commercially available and promote their use under the Framework Contract.

- 4.4.7. The Supplier shall provide the Buyer(s) with alternative products, or replacements, to CSUP in accordance with the Buyer(s) own organisation policy and upon their request.
- 4.4.8. The Supplier shall work with CCS and the Buyer(s) to develop end-to-end solutions which result in less packaging and better recycling, with compostable plastics considered as a better alternative.
- 4.4.9. The Supplier shall adhere to any changes in legislation regarding CSUP regulations throughout the Contract Period.

## **5. ACCOUNT MANAGEMENT**

- 5.1.** The Supplier shall provide CCS with a nominated, named Supplier Framework Manager and deputy Supplier Framework Manager who will be the framework contact.

The nominated Supplier Framework Manager shall have a minimum of two year's relevant industry experience.

- 5.1.1. The Supplier shall supply names and contact details (email addresses and telephone numbers) of the nominated Supplier Framework Manager and deputy Supplier Framework Manager for this Framework Contract within five (5) Working Days of the Framework Start Date.

The Supplier shall ensure clarity of contact details during any period of unavailability and absence.

- 5.1.2. The Supplier shall ensure that the deputy Supplier Framework Manager has the same delegated powers, authority and discretion as the nominated Supplier Framework Manager.
- 5.1.3. The Supplier shall notify CCS if the named Supplier Framework Manager leaves their organisation and shall supply CCS with the replacement nominated Supplier Framework Manager's name and contact details.
- 5.1.4. The Supplier shall be aware that CCS requires that all communications to the Supplier are acknowledged within one (1) Working Day Monday to Friday, excluding public holidays.
- 5.1.5. The Supplier Framework Manager shall attend Supplier review meetings with CCS in accordance with the requirements of Framework Schedule 4 – Framework Management.

The frequency of meetings shall be agreed by CCS.
- 5.1.6. The Supplier shall provide a Supplier Contract Manager who will oversee the operation of the Call-Off Contract with the Buyer(s).
- 5.1.7. The Supplier Contract Manager shall work closely with respective Buyer(s) to ensure the effective transition of the office solutions requirements.

An onboarding plan will be agreed with the Supplier upon contract award.
- 5.1.8. The Supplier Contract Manager shall attend review meetings with the Buyer(s).

This shall be agreed within the Call-Off Contract.
- 5.2.** The Supplier shall complete the Management Information (MI) each month, in its entirety and in line with Framework Schedule 5 – Management Charges and Information.



## **Framework Schedule 1 (Specification)**

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- 5.2.1. Training is provided for Suppliers to ensure that they are fully aware of the requirements of the MI template.
- Attendance at a session is mandatory and arrangements will be confirmed with the successful Suppliers in advance of the Framework Start Date.
- 5.3.** The Supplier shall provide CCS with the following reports as a minimum.
- The frequency will be determined by CCS unless otherwise stated:
- 5.3.1. An annual report on the usage and reduction of consumer single use plastics (CSUP);
- 5.3.2. An annual report on slavery and human trafficking which sets out the steps they have taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business, with the annual certification of compliance as per Joint Schedule 5;
- 5.3.3. An annual self-audit certification declaration which will be accompanied by a self-audit report as per Framework Schedule 8 – Self Audit Certificate;
- 5.3.4. A quarterly report on the management of the number of customer complaints and complaint resolution details;
- 5.3.5. A quarterly report on the specific delivery options Buyer(s) have used for orders for each lot;
- 5.3.6. An annual social value report against SMART targets;
- 5.3.7. An annual report on the outcomes of the customer satisfaction survey.
- 5.4.** In addition, CCS shall require the Supplier to deliver and communicate transparency of pricing and savings, and shall provide to CCS the following as a minimum:
- 5.4.1. A written recommendation report every quarter, outlining how the Buyer(s) can purchase more effectively and make incremental savings;
- 5.4.2. An agreed summarised continuous improvement plan, to be submitted three (3) months after the Framework Start Date, with quarterly communication of progress on actions for the duration of the Framework Contract Period.
- The entire continuous improvement plan shall be updated annually for the duration of the Framework Contract Period.
- The continuous improvement plan will highlight to CCS improvements agreed with the Buyer(s) in line with Call-Off Schedule 3 – Continuous Improvement;
- 5.4.3. A quarterly written communication, which includes details of changes in customer behaviour trends, improvements, risks, issues, complaints and concerns; and
- 5.4.4. A quarterly report benchmarking the Buyer(s) price paid for the top one hundred (100) selling Non-Core products against at least two (2) external competitors, which will include details of each product, the date of purchase, its RRP, the Buyer price paid and the discount applied.
- 5.5.** The Supplier shall ensure adherence to the Performance indicators as outlined in Framework Schedule 4 Framework Management.
- 5.6.** The Supplier shall be required to actively promote the framework throughout the public sector in order to drive uptake.
- As such, a marketing strategy shall be produced and submitted to CCS within three (3) months of the Framework Start Date and shall include measurable targets alongside public sector areas to be targeted and any attributable budget aligned to the activity.



5.6.1. Progress against the marketing strategy will be discussed at each Supplier review meeting.

### **Core List of Products**

Please refer to **Annex A** for Core List for **Lot 1**

Please refer to **Annex B** for Core List for **Lot 2**

Please refer to **Annex C** for Core List for **Lot 3**

## Annex D Ordering and Delivery, including Bespoke Requirements

### Example 1: Ministry of Defence: Ordering/Delivery (MoD)

#### Ordering

Approximately 70% of MoD orders are via the MOD Contracting, Purchasing & Finance (CP&F) system with a further 30% via lodged electronic purchasing card (epc).

There is a possibility that within the life of the Framework Agreement some of the manual ordering may move to the CP&F ordering platform and Suppliers shall need to consider how this would be developed.

It is envisaged however that there shall always be at least 10% of orders that shall continue to be manual.

#### UK Deliveries

When delivering Goods to MoD through the Crown Office Solutions Framework Contract, Supplier delivery personnel shall require appropriate security clearance to enable access to units and shall need to comply with local security instructions.

Security arrangements vary from unit to unit.

The Supplier shall be responsible for establishing the specific security arrangements required at each site and shall ensure that delivery personnel comply.

The Supplier shall maintain and update the security arrangements for each site on the delivery schedule. Updated delivery schedules shall be required by the MoD on request.

There may be occasions when the Supplier shall be required to deliver within an agreed time window.

Deliveries shall be required to approximately 1400 postcodes some of which shall be to a single delivery point whilst others shall require a multi drop delivery which shall result in the supplier's delivery personnel being on site for several hours.

There shall be a requirement for a range of delivery options as follows:

- Twice Weekly
- Desktop Delivery
- Delivery to a single point
- Multi Drop Deliveries

Suppliers shall be required to fully consider the complex MoD requirements when providing a solution.

#### Deliveries Overseas

When delivering Goods overseas, the Supplier shall be:

- (i) Responsible for using the appropriate packaging for overseas delivery including specific packaging for goods designated as dangerous cargo (for Goods delivered to a UK point of embarkation other than via HQ BFPO, the Supplier shall ensure that the contents are not identifiable. For embarkation via HQ BFPO, please refer to Deliveries via HQ BFPO, Ruislip overleaf).
- (ii) Able to utilise existing MoD carriers and routes via MoD DES HQ BFPO Ruislip (based at RAF Northolt) or MoD Bicester (as detailed below) if required.

Deliveries via MoD Bicester to overseas locations attract standard rate VAT.

In circumstances where the goods are delivered via MoD DES HQ BFPO Ruislip, the Goods may be eligible for zero rating.

### **Deliveries via the Commercial Mail Service, HQ BFPO, Ruislip**

If a Supplier considers that it may be appropriate for them to open a Commercial Mail Service (CMS) Account with the British Forces Post Office (BFPO) to enable onward shipment of items through the HQ BFPO Ruislip CMS system to BFPO locations overseas, they must (before they contact HQ BFPO (see contact details below)) establish beforehand that the items they intend sending through the BFPO CMS system do not fall foul of BFPO's Restricted and Prohibited Items policy, which can be found on the BFPO Website: [www.gov.uk/british-forces-post-office-services](http://www.gov.uk/british-forces-post-office-services).

BFPO's policy is based on the Postal Industry standard, i.e. Royal Mail Prohibited Items policy.

Additionally, due to the nature of the Service HQ BFPO operates, a strict size and weight restriction policy is enforced. The table below details current restrictions;

Location	Max Weight	Max Size
Static BFPO Addresses*	30kg	Length - 1.05m, Length and girth combined - 2.0m
BFPO Ships	11kg	Length - 1.05m, Length and girth combined - 2.0m
Exercises and Operations (e.g. Afghanistan)	2kg	Length - 0.6m, Length and girth combined 0.96m

All parcels must have sufficient packaging and each parcel must be individually addressed.

BFPO can accept a palletised consignment, but only when the pallet contents can be broken down into individual parcels that are sufficiently packaged and addressed as previously stated.

BFPO is unable to convey complete, palletised consignments onwards through the HQ BFPO Ruislip CMS system, to BFPO locations overseas.

Supplier(s) are to note that if they wish to utilise the CMS system, they shall be required to either obtain a CMS Account with HQ BFPO, accepting the terms and Conditions therein, or enter into an agreement with a courier / carrier who is themselves already holding a CMS account with BFPO, before despatching any items to HQ BFPO Ruislip.

Failure to adhere to this instruction will result in delivered items being refused upon point of entry.

For CMS account holders, the CMS system will operate as follows;

- Upon arrival at the CMS Reception Desk, HQ BFPO Ruislip, CMS Receipting staff receipt and process the items through our system on behalf of the Supplier, for onward shipment to BFPO locations overseas.
- The Defence Business Service (DBS) at Liverpool then raises an invoice on BFPO's behalf, in accordance with the Terms and Conditions of the CMS Agreement, which shall be issued directly to the Supplier.

Full details of the BFPO CMS can be found on the Website.

[www.gov.uk/british-forces-post-office-services](http://www.gov.uk/british-forces-post-office-services)

### **Example 2 – Ministry of Justice (MOJ) – Delivery Only**

All sites within the Ministry of Justice (MoJ) have security measures for gaining access to the building.

The gate opening times for prison establishments and Courts and Tribunals opening days, times, security staff and alarm details shall be provided to the Supplier at the commencement of the Call Off Contract.

All staff entering MoJ premises must be security cleared and this shall be detailed in the Call Off Contract.

Deliveries to HM Prisons Crown Office Solutions RM6299

Deliveries shall be required to approximately 112 locations with over 200 delivery points.

The prison categories range from A to D.

There shall be specific delivery requirements for each prison an example is as shown below:

Gate Size – Height Width

Distance between inner and outer gates

Lock Gates Y/N

Gate Opening times

Deliveries to Court Buildings Deliveries shall be required to locations ranging from Supreme to Youth Courts.

All shall have specific security on site, with some having security at the entrance to the building.

### **Example 3 Home Office (HO) – Airside Delivery details**

There shall be a requirement for airside deliveries at UK airports.

Delivery drivers shall require fully accredited airside passes and Airside Operators Licence for vehicles to make airside deliveries.

A full list will be available from the Home Office at the Call Off Contract stage.