

**Framework Schedule 1 - Specification**

Payment Acceptance 2

**Reference number**

RM6325

**Attachment 1a**

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make available to all Buyers under this Framework Contract.

The Supplier must only provide the Deliverables (e.g. Goods and Services) for the Lot to which they have been appointed.

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

The Deliverables (including any Standards) set out in this Schedule may be refined (to the extent permitted and set out in Framework Schedule 7 (Call-Off Award Procedure) by a Buyer as part of a Further Competition Procedure, to reflect the Deliverables requirements of a particular Call-Off Contract.

# Scope of the Framework Contract

* 1. Crown Commercial Service (CCS) is seeking to establish a multi-supplier, multi-Lot Framework Contract for the provision of payment acceptance and payment consultancy services.
  2. The Framework Contract will be accessible to Central Government and Wider Public Sector organisations, throughout the United Kingdom of Great Britain and Northern Ireland (UK).
  3. CCS has placed a prior information notice on 9th March 2023 (reference numberXXX) in the Official Journal of the European Union (OJEU).
  4. The procurement for this Framework Contract has been advertised in the OJEU using the Open Procedure.
  5. The list published in section VI.3 of the OJEU notice details the Crown Bodies and other Buyers who will be able to access the Deliverables pursuant to this Framework Contract.
  6. The Framework Contract will be managed centrally by CCS and Call-Off Contracts will be managed by individual Buyers.

# Lot Structure

* 1. The Framework Contract consists of three (3) Lots. The table in paragraph 2.2 below provides the Lot descriptions; the Deliverables available under each Lot are described separately in each section of this Framework Schedule 1 (Specification).
  2. A summary of the Lot structure is set out in the table below:

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| **Lot** | **Lot Descriptions** |
| Lot 1 | Payment Acceptance Services |
| Lot 2 | Acquiring and Merchant Equipment Services |
| Lot 3 | Payment Consulting Services |

# LOTS 1 & 2 – UNIVERSAL MANDATORY DELIVERABLES

The purpose of this section is to provide a description of the universal mandatory deliverables that the Supplier shall deliver to all Buyers under Lots 1, 2 and 3.

* 1. The Supplier shall adhere to all the mandatory requirements set out in Specification Appendix A) Lots 1 & 2 Technical Requirements.
  2. **Online Management Tool**
     1. From the Framework Commencement Date, the Supplier shall provide a secure Online Management Tool which, as a minimum standard, meets the requirements listed below:
        1. is integrated with the CCS buyer and supplier identity management platform, utilising open standards such as SAML or OpenID Connect;
        2. uses HTTPS;
        3. operates using a currently-supported web browser interface - does not need any additional software and/or hardware;
        4. able to download data in excel or csv format;
        5. is fully auditable and data is available for the entire call off period fop each buyer and up to 7 years after expiry;
        6. has a defined hierarchical account structure, integrated with the role management features of the CCS identity platform, that enables reporting across the Buyer’s organisation, which will be specified in a Call-Off Contract;
        7. provides the Buyer’s administrators with the ability to produce bespoke reports from the data available if requested at Call Off;
        8. details summary level data (i.e. Transactional values and Volumes, Card type etc.)
        9. provides online invoicing and supporting information (for example, Level 3 Data), where available.
  3. **Data Capture**
     1. The Supplier, if applicable, shall ensure that the service captures Level 1 (summary) and Level 2 (summary VAT) Data, if this is captured when a transaction is processed. If the Merchant is Level 3 Data-enabled, the Supplier shall also capture and provide Level 3 Data.
  4. **Customer Service**
     1. The Supplier shall ensure that all Buyers are able to contact the Supplier directly, from any country and at any time.
     2. The Supplier shall provide all Buyers with a free of charge Customer Service Helpline (telephone service), which shall be available 24 hours a day, 7 days a week and 365 days a year (366 days for leap years).
     3. The service shall provide support to Buyers which includes, but is not limited to:
        1. issues with solutions; and
        2. guidance on use.
     4. The Supplier shall ensure that any issues experienced by Buyers are resolved in a timely manner, with agreed timescales and to the satisfaction of the Buyer.
  5. **Training**
     1. The Supplier shall provide training and support on the use of their products, services and tools to all Buyers.
     2. The training provided shall be proportionate to the size and requirements of the Buyer, and will be specified by the Buyer in the Call-Off Contract.
     3. The Supplier shall ensure that all guidance and/or training documents are kept up to date, readily available to download online, available as hard copy upon request and are provided at no extra charge to all Buyers who request them.
     4. The Supplier shall provide training with accessibility support for all Buyers, in line with the Equality Act 2010.
  6. **Complaints and Compliments**
     1. The Supplier shall have an easily understood, well-published and accessible procedure to enable the Authority, Buyers and third parties to make a complaint or compliment, and for complaints to be investigated.
     2. The procedure must be agreed with the Buyer, be provided free of charge, and as a minimum, include:
        1. Escalation route, outlining stages and timescales;
        2. Acknowledgement of all complaints and an explanation of actions to be taken;
        3. Regular updates to the ‘complainant’ on progress with their complaint;
        4. A written record of all complaints and compliments, including details of any investigation; and
        5. A whistle-blowing policy to protect staff from victimisation.
  7. **On-boarding**
     1. Upon receipt of a valid Call-Off Contract and subject to relevant credit checks, the Supplier shall on-board the Buyer onto the Payment Acceptance Framework Contract.
     2. The Supplier shall develop a plan to transition the Buyer onto the Payment Acceptance Framework Contract, where the award of a Call-Off Contract results in a change of Supplier. The Supplier shall work in collaboration with the incumbent supplier(s) to effect transitional/exit arrangements, using commercially reasonable endeavours to deliver the transition, in addition to any applicable Customer third party payments service providers.
     3. If required by a Buyer, the Supplier shall manage the implementation of the Deliverables into the Buyer’s organisation, within a timescale agreed between the Buyer and Supplier in the Call-Off Contract.
     4. The Supplier shall work with the Buyers to agree an implementation plan to transition any existing payment acceptance services and payment acceptance equipment identified within the scope of the Call-Off, including providing support for migrating any existing recurring payments received by the Buyer’s existing payment acceptance services, if applicable.
     5. The Supplier shall provide an implementation plan which sets out how the Buyer’s Deliverables will be implemented. The implementation plan shall include, as a minimum standard, the following elements:
        1. a project plan including timescales;
        2. project management methodology as agreed between the parties, including a process for reporting progress against agreed plans;
        3. an implementation team structure, including a named implementation manager and named technical experts;
        4. a testing and acceptance plan, which must include:
  + undertaking user training;
  + issuing user guides; and
  + carrying out test process dry runs.
  1. **Continuous Improvement**
     1. The Supplier shall work with the Authority and Buyers in order to highlight continuous improvements in line with Call-Off Schedule 3 (Continuous Improvement).
     2. The Supplier shall offer the service of accounts receivable analysis to Buyers. This will include an analysis of all payments received by the Buyer over a specified period. If instructed to carry out accounts receivable analysis, the Supplier shall provide this service free of charge, and shall identify:
        1. transactions that are currently made using cards that can be processed using virtual payment, i.e. processed without using a card to lower the cost of the transactional payment route;
        2. further efficiencies that can be realised; and
        3. a benefit analysis of the two points above.
  2. **Social Value**
     1. The Supplier shall facilitate and promote social value, complying with Joint Schedule 5 (Corporate Social Responsibility) and all relevant legislation.
     2. These are our Social Value priorities in this procurement:
* Fighting Climate Change
* Equal Opportunity
  + Reduce the disability employment gap
  + Tackle workforce inequality
* Well being
  + Reduce the disability employment gap
  + Tackle workforce inequality
* Covid-19 Recovery
* Tackling Economic Inequality
  + Create new businesses, new jobs and new skills
  + Increase supply chain resilience and capacity
    1. Buyers may have specific Social Value priorities, relating to the area in which the Deliverables are provided, which will be specified as part of the Call-Off Procedure.
  1. **Accessibility**
     1. The Supplier shall use commercially reasonable endeavours to support accessibility and offer relevant End User support.
     2. The supplier shall ensure all web pages to confirm to WCAG 2.1 AA, to comply with EU Directive 2016/2102 or equivalent subsequent legislation.
     3. The Supplier shall ensure that all information and support relating to the Deliverables are provided in Accessible Formats, at no additional cost.
     4. Specific requirements, in respect of accessibility, will be determined by the Buyer as part of the Call-Off Procedure.
  2. **Invoicing and Payment**
     1. The Supplier shall provide electronic invoicing in accordance with the Buyer’s requirements. This may include the uploading of data feeds in specific formats into a Buyer’s finance system to enable invoice settlement by way of email or some other data secure system. The Supplier shall provide these data feeds to the Buyer in the format specified by the Buyer in the Call-Off Contract.
     2. Settlement terms for the payment of Supplier invoices by the Buyer will be specified in the Call-Off Contract.
  3. **Account Management**
     1. The Supplier shall appoint an Account Manager with at least 3 years’ experience in Payment Acceptance qualifications, to ensure that all the requirements of each Call-Off Contract are met. The Supplier will have measures in place to ensure any periods of annual leave or any (un)planned absence are covered.
     2. The level of Account Management provided by the Supplier shall be proportionate to the size and requirements of the Buyer. Specific requirements will be agreed between the Buyer and the Supplier as part of the Call-Off Procedure.
     3. The Supplier shall hold operational service meetings with the Buyer as specified within the Call-Off Contract.
  4. **Security**
     1. The Supplier shall ensure that the Buyer’s information is kept secure and shall ensure that Payment Card Industry Data Security Standard (PCI DSS) is maintained throughout the Framework Contract Period and any subsequent Call-Off Contracts.
     2. The Supplier shall protect and maintain personal and transactional data ensuring confidentiality, integrity and availability, including data from card transactions, and Buyer and End User data such as names, addresses and statement information.
     3. The Supplier shall provide the Authority with evidence of their compliance with PCI DSS requirements prior to the execution of the first Call-Off Contract.
     4. The Supplier shall provide the Authority with evidence that they remain compliant with PCI DSS requirements on each anniversary of the Framework Contract.
  5. **Reporting to the Authority**
     1. The Supplier shall provide reports to the Authority in accordance with Framework Schedule 4 (Framework Management) and Framework Schedule 5 (Management Charges and Information).
  6. **Financial Conduct Authority**
     1. The Supplier shall be registered and authorised by the Financial Conduct Authority (FCA) to provide the services under each lot they are successful in obtaining a place on the Framework.
     2. The Supplier shall provide to the Authority such evidence of their registration or authorisation to the Authority prior to the Framework Start Date, and on each anniversary of the Framework Contract award.

# LOT 1 – PAYMENT ACCEPTANCE SERVICES

* 1. The Supplier shall adhere to all the mandatory technical requirements set out in the following paragraphs and sections of Appendix A – Technical Requirements Lots 1 to 2:
     1. Paragraph 2
     2. Paragraph 3
     3. Paragraph 4
     4. Paragraph 5
     5. Paragraph 7

**OPTIONAL SERVICES**

* 1. Where PISP Services are requested by the Buyer at Call Off as a required Optional Service, the Supplier shall adhere to all the mandatory technical requirements set out in the following paragraphs and sections of Appendix A – Technical Requirements Lots 1 to 2:
     1. Paragraph 6

# LOT 2 – ACQUIRING AND MERCHANT EQUIPMENT SERVICES

* 1. The Supplier shall adhere to all the mandatory technical requirements set out in the following paragraphs and sections of Appendix A – Technical Requirements Lots 1 to 2.
     1. Paragraph 2
     2. Paragraph 4
     3. Paragraph 5
     4. Paragraph 7

# LOT 3 – SPECIALIST PAYMENT CONSULTANCY SERVICES

* 1. **Lot 3 Description**

The provision of Lot 3 Specialist Payment Services throughout the United Kingdom to Contracting Authorities is to help Central Government (CG) and the Wider Public Sector (WPS) customers define their payment requirements, their scope and intended outcomes. This will then make it easier to scope their requirements for further competitions in a clear and transparent way.

* 1. **MANDATORY REQUIREMENTS LOT 3 - SPECIALIST PAYMENT CONSULTANCY SERVICES**
  2. The Supplier shall be able to provide all of the following Services which include but are not limited to:
     1. Identify and define Contracting Authorities requirements in a clear and transparent way;
     2. Review of a Buyer’s processes and procedures within their payment landscape to make them more efficient and cost effective;
     3. The Suppliers shall be able to provide advice and assurance on different payment models to the Buyer with a clear assessment of each option, including but not limited to:
        1. Practicality
        2. Timescales
        3. Cost
        4. Comparative value for money; and
        5. Risk.
     4. Review of a Buyer’s systems to ensure that they are up to date and support the Buyer’s objectives;
     5. Development of a new service delivery model for a Buyer;
     6. Changing a Buyer’s payment Strategy from insource to outsource or vice versa;
     7. Review of a Buyer’s channels used for payments, with a view to making them more efficient and cost effective; and
     8. Support, design and implementation of projects that may follow on from initial work.
  3. The Supplier shall provide to the Authority with a minimum of two (2) days free advice or training to the Authority (excluding preparation and travel time) every calendar year throughout the Framework Period.
     1. Training may be bespoke or selected from the Supplier’s current portfolio of training provision and may be provided through various mediums including but not limited to: face to face training, e-learning, webinars and toolkits.
     2. Advice shall be based on the Authority's future Payment Strategies and shall include, but not be limited to:
        1. Market insight and engagement
        2. Comment and input in to initial requirements capture
        3. Regulatory changes
        4. Future Horizon
  4. The Supplier shall be required to deliver Lot 3 Specialist Payment Consultancy Services throughout the United Kingdom only.
  5. The individual Contracting Authorities shall confirm the scope of Services required within Call Off, in accordance with the Further Competition Procedure, detailed within Call Off Award Procedure (Framework Schedule 7).
  6. The Supplier may be required to work collaboratively on projects with other suppliers, Buyer personnel at Call Off Contract level, to ensure greater value for money and results.
  7. Any Call Off Contract under Lot 3 Payment Consultancy Services shall not survive the expiry of the Framework Agreement by more than two (2) years.
  8. The Supplier shall be able to provide all the Mandatory Requirements relating to Lot 3 as detailed in paragraphs 6.2 to 6.19 of this document.
     1. The Supplier shall meet the mandatory requirements in paragraphs 6.2 to 6.19 in their entirety in order to provide the Services, during the Framework Period and until any Call Off Agreements established under this Framework Agreement expire.
     2. The Services are exclusively limited to the scope of the Mandatory and Optional requirements in paragraphs 6.2 to 6.19 of this document.
     3. The Supplier shall deliver the Services which have been outlined within this Framework Agreement Schedule 1: Specification, in accordance with Good Industry Practice.
     4. Buyers will set out their requirements in the Call Off order form.
     5. The Supplier shall manage Specialist Payment Consultancy Services projects from inception to completion, including handover to the Buyer.
     6. Where the Supplier handles any Commercially Sensitive Information, relating to the Buyer, the Supplier shall have processes in place to ensure data security and confidentiality as set out in the Call Off.
     7. The Supplier shall ensure that all work which is undertaken in respect of this Framework Agreement fully complies with all of the individual Buyer’s policies and procedures, which will be set out by the Buyer under their individual Call Off Agreements.
  9. **Payment Projects – Lot 3**
     1. The Supplier shall be able to develop a strategy, design and build projects or implement a solution for a Buyer’s current Payment Operations. This shall cover areas such as, but not be limited to:
        1. Reviewing a Buyer’s payment landscape. This may include planning how a new service could be delivered;
        2. Reviewing and supporting a Buyer through their internal processes, in order to get a new payment solution approved;
        3. Reviewing and/or updating the current Buyer’s payment strategy or business plan;
        4. The current Buyer’s payment processes including (but not restricted to:
* Payment acceptance:
  + Acquiring;
  + Gateway;
  + Alternative Payment Methods (APM);
  + Payment Fraud; and
  + Payment Equipment.
* Payment issuance:
  + Issuing;
  + Gateway;
  + Payment Fraud
    - 1. The current payment channels including, but not restricted to:
* Payment acceptance:
  + Card payments;
  + Alternative Payment Methods;
  + mobile and non-electronic payment methods (e.g. cash and cheque)
  + PISP; and
  + Bank Transfer.
* Payment issuance:
  + Cards, including pre-paid;
  + Non-card cash disbursement (e.g. vouchers, SMS, barcode); and
  + Bank Transfer.
    1. The Supplier shall be aware of future technology developments within the payments sector and identify potential impacts to the Buyer’s Service provision.
  1. **Project Reviews, Analysis and Recommendations – Lot 3**
     1. The Supplier shall provide the Buyer a full Project Plan, which includes outputs and milestones. Project updates including milestone delivery, blockers, risks and issues, shall be provided to the Buyer as required.
     2. The Supplier shall produce a project report to the Buyer, based on an agreed scope with appropriate deliverables, which may include, but will not be limited to:
        1. Identification of proposed Payment Model(s) for the Buyer;
        2. Stakeholder engagement, briefing and management;
        3. Strategy design - strategic road mapping of solutions or products that Buyer would require;
        4. Testing and Certification of Buyer’s systems
        5. An options appraisal including, but not limited to:
* practicality;
* timescales;
* cost;
* value for money; and
* risk & compliance analysis - risk assessment and recommendations (including but not limited to system and process security).
  + - 1. Requirements capture & specification build;
      2. Cost and efficiency saving opportunities in areas including, but not limited to:
* channel strategy;
* security and resilience;
* payment processes; and
* supporting technology.
  + - 1. Market insight and engagement - insight on consumer behaviour and trends, including but not limited to, the highlighting of best practice;
      2. Continuous improvement and benchmarking;
      3. Develop suitable service level agreements so that payment performance can be measured and monitored by the Buyer;
      4. A training and knowledge transfer process to enable key learnings to be shared with the Buyer;
      5. Handover process;
      6. Client acceptance criteria;
      7. Risk Management, including but not limited to:
* project risks; and
* dependencies.
  + - 1. Financial Management, including but not limited to:
* managing costs against budget; and
* variances.
  + 1. The Supplier shall give the individual Contracting Authorities sufficient notice of all meetings arranged by the Supplier, in order to facilitate the opportunity for attendance by the individual Contracting Authorities, the other members of the Project Team and any other attendees, as may be necessary.
    2. For each Call Off the Supplier shall provide regular reports, as the individual Contracting Authorities may require. Each report shall:
       1. Illustrate progress against a delivery timetable including a comparison with target improvements, where applicable;
       2. Provide a forecast of the expected progress to the next reporting milestone;
       3. Identify those matters which require a decision from the individual Contracting Authorities and, where necessary, provide assistance to the individual Contracting Authorities to make an informed decision on all such matters;
       4. Track all risks and issues; and
       5. Record and log all actions.
    3. The Supplier shall organise and attend workshops as required within the Call Off Agreement, the delivery timetable or as otherwise requested by the Buyer to ensure any efficiencies identified are maintained and improvements are achieved.
    4. The Supplier shall ensure that it holds a project evaluation review meeting at regular intervals with the Buyer and completes any actions in a timely manner.
  1. **Cost Optimisation – Lot 3**
     1. The Supplier shall ensure the most effective and efficient resourcing model is offered to the Customer.
     2. The Supplier shall have processes and systems in place to ensure costs and pricing are managed appropriately during the Call Off Contract. This shall ensure that an effective mix of the grades of the project team are assigned and managed during the Call Off Contract to ensure best value for money for the Customer.
     3. The Supplier shall ensure that the assignment is completed to the Customer’s budget and timeframe. If there is any variance to this the Supplier shall inform the Customer as soon as possible, and where possible mitigate the time lost.
     4. The Supplier shall, at all times, maintain accurate records of all payments and other matters relating to its duties and retain copies of all invoices and supporting documentation. If requested, the Supplier shall make such records available to the CCS and individual Customers, in accordance with Clause 6 (Record Keeping and Reporting) of the Core Terms.
  2. **Resource Management – Lot 3**
     1. The Supplier shall ensure that project team members have suitable project experience and skill sets, to meet the Contracting Authorities requirements. This may include, but not be restricted to:
        1. Successful delivery of local and national projects, across either the public and private sector;
        2. Managing and working collaboratively with mixed project teams, containing individuals from both the Supplier and Customer; and
        3. Mentoring and coaching.
     2. For projects that have a design, build or delivery element, the Supplier shall ensure that at least one member of the project team has PRINCE 2, six sigma, AMP or an equivalent project management qualification.
     3. The Supplier shall provide each Buyer with a named contact and specific project team, regardless of location and contract value.
     4. The Supplier shall undertake all reasonable measures to ensure continuity of Personnel.
     5. The Supplier shall provide personnel who have the relevant professional qualifications, technical skills and experience in respect of the Service, as set out in Annex 1 – (Lot 3 Consultancy - Qualifications and Experience).
     6. The Supplier shall provide Personnel, whose standard of security clearance is compliant with the Authority and individual Contracting Authorities’ security requirements, which will be confirmed at Call Off Agreement stage.
     7. In the event of the absence of Personnel previously allocated, the Supplier shall ensure that subsequent replacement Personnel shall be of the same level of relevant experience, and have the required level of security clearance. The Supplier shall ensure that any replacements are agreed with individual Contracting Authorities, and that suitable arrangements are made for handover to enable a smooth transition, minimise any detrimental effect and avoid any additional costs to the individual Contracting Authorities.
     8. Where additional costs may arise, as a result of change of Personnel requested by the Supplier, the Supplier shall obtain prior consent from individual Contracting Authorities, unless otherwise agreed by the Parties; the Supplier shall meet all additional costs, in this instance.
     9. Where additional costs may arise, as a result of change of Personnel requested by individual Contracting Authorities, the Supplier shall obtain prior consent from the individual Contracting Authorities, unless otherwise agreed by the Parties; any additional costs will be agreed between the Supplier and individual Contracting Authorities, prior to the change.
     10. Where Contracting Authorities have specialist requirements relating to individual projects and/or Service provisions, these will be specified by the Buyer Scope at the Call Off Agreement stage. For example, such specialist requirements may include, but are not limited to:
         1. specific security clearances;
         2. sector specific requirements and/or experience and other provisions; and
         3. standards connected to delivery of the Services to the individual Contracting Authorities.
     11. The Supplier shall ensure the co-ordination of all outputs provided by its supply chain in the delivery of the Services, and shall effectively manage all interface risks to provide a seamless service to the Authority and/or Contracting Authorities.
  3. **Change Management – Lot 3**
     1. The Supplier shall develop change management policies and strategies to meet the Contracting Authorities’ payment strategy.
     2. The Supplier shall be able to implement the change management policies and strategies, as agreed with the Buyer.
     3. The Supplier shall manage the change management process, ensuring that all change requests are logged and responded to in a timely manner.
     4. The Supplier shall produce and distribute technical notes and facilitate any workshops, as required by the Buyer.
  4. **Procurement Advice and Support - Lot 3** 
     1. Where the procurement of a Payment Issuance and/or Payment Acceptance model is proposed, the Supplier and the Buyer shall primarily go to market for Lot(s) 1 and/or 2 of this framework RM6325 for Payment Acceptance and/or Lot(s) 1, 2 and/or 3 of RM6248 framework (and any subsequent replacement) for Payment Issuance, at all times.
     2. **The Supplier shall provide the Authority with a justification report should the proposed Payment Model opt out of utilising the Lot(s) of above frameworks, this should include:**
        1. **Options identified;**
        2. **Benefits outlined; and**
        3. **Analysis of recommendations with justification.**
     3. The Supplier may be asked to provide procurement advice and support to a Buyer as part of their Call Off Contract. This may include, but not be restricted to:
        1. Compiling insights gained from market engagement to inform the procurement strategy;
        2. Identifying and documenting the Buyer’s procurement strategy;
        3. Developing the Tender documentation to support the procurement and Payment strategy;
        4. Managing Supplier Bootcamp sessions;
        5. Assessing Supplier bids against the Tender documentation;
        6. Completing the award documentation, in line with the Contracting Authorities internal governance process;
        7. Providing advice and guidance, in dealing with complaints/challenges or identified issues of non-compliance; and
        8. Ensuring that any procurement activity adheres to the Public Contract Regulations 2015 (as amended) where applicable.
  5. **Management Information - Lot 3** 
     1. The Supplier shall provide Management Information to CCS as detailed in Framework Schedule 5 (Management Charges and Information).
     2. The Supplier shall provide a report on a monthly basis to CCS detailing all Services that the Supplier is delivering into all Customers. This is to support the increase of commercial, administrative efficiencies and benefits including the future development of this Framework Agreement.
     3. The Supplier shall provide a list of all their consultancy contracts/stakeholders, under this Framework RM6325, to CCS within one month of the Framework Commencement Date and then on a quarterly basis until the end date of the Framework Agreement.
     4. The Supplier shall also provide the following information included within the Management Information report:
        1. Framework Agreement spend with central government departments and wider public sector;
        2. Report of Services (as detailed in paragraphs 10.9 to 10.18 of this document); and
        3. Further competition details, for example direct award, further competition or single tender action.
  6. **Contract Management - Lot 3** 
     1. The Supplier shall adhere to the requirements of Framework Schedule 4 (Framework Management).
     2. The Supplier shall maintain a working knowledge of public competition, tendering and financial regulations.
     3. The Supplier shall provide a full exit management plan to the Customer as detailed in Call Off Schedule 10 (Exit Management).
     4. The Supplier shall ensure that it raises its standards of Service delivery throughout the Framework Period, and shall promote best practice to become working practice.
     5. The Supplier shall work with its supply chain (if applicable) and the Supplier Personnel to proactively manage project risks, and to deliver mutual benefits and the most successful outcome for the Customer.
     6. The Supplier shall alert CCS and/or the Customer of any adverse media statements in any format directly relating to themselves or the Services provided under this Framework Agreement as per paragraph 28 (Publicity and Branding) of the Framework Agreement.
     7. The Supplier shall ensure that they deliver the Services as detailed in the Further Competition Procedure and the Customer shall not have to extend the Call Off Contract.
  7. **Marketing - Lot 3** 
     1. The Supplier shall work with CCS and/or the Customer to agree ongoing marketing and publicity and general promotional material and initiatives throughout the term of the Framework Agreement. The Supplier shall raise awareness of the Services and encourage uptake, in accordance with the requirements of Framework Schedule 29 (Marketing).
     2. Any marketing materials shall be agreed in advance by CCS and/or Customer and contain branding specific to the Customer if required at no additional cost.
     3. The Supplier shall not site or disparage CCS’ reputation during their marketing or sales activity or communications for this Framework Agreement or any others from CCS, in accordance with Framework Agreement.
  8. **Spend under management and savings - Lot 3** 
     1. The Supplier shall work collaboratively with CCS and/or Customers to identify and deliver savings, and identify and act on, opportunities for increased spend under management throughout the life of the Framework Agreement.
     2. The Supplier shall support CCS with reasonable endeavours to record savings with Customers of this Framework Agreement.
     3. The Supplier will record the security clearance level of the Supplier Personnel, for the Customer and the security reference number in the technology platform.
  9. **Annex 1 – Lot 3 Consultancy - Qualifications and Experience**

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| --- | --- |
| **Grade** | **Description** |
| Partner / Managing Director or equivalent | Minimum 15 years’ experience of leading or directing major, complex and business-critical projects within the Financial Payment industry. Able to deliver complex change programmes in challenging environments. Experience of process design and reengineering, change management and strategy. In depth knowledge of the public sector and of current policy and political issues affecting it. |
| Managing Consultant / Associate Director / Director or equivalent | Minimum 10 years’ experience within the Financial Payment industry and achieving specific objectives to agreed outcomes with the customer. Previous experience in managing project teams, project and risk management on at least five major projects. Advises client Senior Management Teams and Directors in the commercial and public sectors. Use of PRINCE2 or equivalent. In depth knowledge of the public sector, current policy and the political issues affecting it. |
| Principal Consultant or equivalent | Recognised expert within the Financial Payment industry and has worked in a consultancy/training role. Minimum 5 years proven relevant experience managing a variety of complex projects including size, scale and contract value. Sound knowledge of the public sector, current policy and political issues. Assists in fee proposals. Previous experience in project management on at least three major projects, preferably in the public sector and using the PRINCE2 or equivalent method. |
| Senior Consultant / Manager or equivalent | Management of engagements and projects adhering to professional standards and strict costs controls. Minimum 5 years proven experience within the Financial Payment industry and in a consultancy / training role. Previous experience in the project management in a wide range of high quality and relevant projects. Familiarity of the issues / problems facing public sector organisations |
| Consultant or equivalent | Notable subject matter experience, in-depth knowledge and relevant experience within the Financial Payment industry. Evidence of a wide range of projects and client facing experience. Support work in process and organisational design and leading customer workshops and events. |
| Junior Consultant or equivalent | Demonstrable experience and exposure to a range of projects within the Financial Payment industry. Evidence of client facing experience and relationship management. Provides support for planning and monitoring budgets and services and has experience of proposal preparation. |