**Framework Schedule 1 (Specification)**

# Important information on how to read and use this schedule

# Framework Deliverables (e.g. Goods and Services)

Framework Schedule 1 (Specification) sets out the characteristics of the Deliverables (e.g. Goods and Services) that the Supplier will be required to make available to all Buyers under this Framework Contract.

For all Lots and Deliverables:

* The Supplier must only provide the Deliverables for the Lot that they have been appointed to.
* 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 during a Call-Off Procedure, to reflect the Deliverables requirement of a particular Call-Off Contract.
* Deliverables defined in this Framework Schedule 1 (Framework Deliverables) represent an indication of the scope that is anticipated to be provided, however the Buyer may request services that fall under the broad definition of the Lot title during a Call-Off Procedure.

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# Introduction

* 1. Crown Commercial Service (CCS) is seeking to establish a Framework Agreement (e.g. a CCS Commercial Agreement) with multiple suppliers for the provision of Courier Services, for use by the UK Public Sector.
  2. The term of the agreement will be for an initial period of forty eight (48) months. Call-Off Contracts under this Framework Agreement are expected to be of a length commensurate with the Buyer’s Specifications and in line with UK Public Sector Best Practice. But shall not exceed 4 years beyond Framework Agreement expiry.
  3. The purpose of this Specification is to set out the minimum scope of the Deliverables (e.g. Good and Services) that the Supplier will be required to make available to all Buyer(s) under the lotting structure of this Framework Agreement, and to provide a description of what the Deliverables will entail, together with the specific standards applicable. Buyers may require additional services during the Call-Off Procedure and this will be entirely permissible as long as the services fall within the scope of the Lot heading.
  4. The Deliverables are to be provided in the following regions. Buyer(s) will specify their requirements at the Call-Off Procedure.
* East Midlands (England) and East of England;
* West Midlands (England) and North West (England);
* London, South East (England) and South West (England);
* Northern Ireland;
* Scotland, including Highlands and Islands
* Wales.
* Channel Islands
  1. Additional Services may be required in the following geographic regions. Buyers will specify their requirements at the Call-Off Procedure.
* Internationally (EU and RoW).
  1. The Framework Agreement will be managed centrally by us and Call-Off Contracts will be managed by Buyers.
  2. The Mandatory hours of operation for each Lot will be on a Monday to Friday basis (excluding bank holidays) between the hours of 08:00 and 18:00. However, Buyers may request alternative times and days of operation. The Buyer will determine the exact business requirement during the Call-Off Procedure.
  3. The Supplier shall be required to deliver to or collect from business addresses, residential addresses and any other location that the Buyer determines during the Call-Off Procedure. This may include but not be limited to; field locations, satellite locations, hospitals and military or police operations. This is not an exhaustive list and the Buyer will determine their exact requirements during the Call-Off Procedure.
  4. The Mandatory Services Pricing Structure for all Lots in this procurement will comprise of the following:
     1. All pricing inserted into Framework Schedule 3 (Framework Prices) of the Framework Agreement will be used, within the Call-Off Procedure, as the maximum chargeable rate by the Supplier for all Lots.
     2. The maximum prices cannot be exceeded throughout the life of the Framework Agreement but can be decreased during the Call-Off Procedure, as set out in Framework Schedule 7 (Call-Off Award Procedure) of the Framework Agreement to reflect the Buyer’s exact requirements and volumes.

1. **Description of Lots**
   1. This Framework Agreement comprises of six (6) lots. The table set out in paragraph 2.2 provides a description of the types of Deliverables available under each Lot.
   2. A summary of the lot structure is as follows:

|  |  |
| --- | --- |
| **Lot** | **Description of Services** |
| **Lot 1** | **Collection and Delivery**  This Lot will be to deliver a full suite of services capable of fulfilling the broad range of Buyer requirements for the collection and delivery of items, which may include but not be limited to documents, parcels, pallets and bulk movements.  Possible speed of services under Lot 1 could include but not be limited to the below:   * Same Day * Overnight * Economy (5 – 7 day) * Bulk Courier * International   Further detail regarding the Mandatory Requirements under Lot 1 are detailed in paragraphs 4 and 5 of this Framework Schedule 1, including overnight, economy, addressing, packaging  Lot 1 Suppliers may also provide Additional Services to Buyers (if required). Examples of the Additional Services, which may be required by Buyers are detailed in Paragraph 7 of this Framework Schedule 1 (Specification, although this is not an exhaustive list and the Buyer may request services that fall within the Lot title of Collection and Delivery. |
| **Lot 2** | **Secure Services**  This Lot will deliver a full suite of services capable of fulfilling the broad range Buyer requirements for the secure collection and delivery of items and may include but not be limited to the movement of;   * Art work. * Museum Artefacts * IT Equipment * Mobile Phones * Documents * Bulk Movements * Pallets   Possible speed of services under Lot 2 are, but not limited to as below:   * Same Day * Overnight * International   Further details regarding the Mandatory Requirements under Lot 2 as detailed in paragraphs 7 and 8 including, overnight, addressing, packaging, and enhanced security levels.  Lot 2 Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services, which may be required by Buyers are detailed in Paragraph 9 of this Framework Schedule 1 (Specification) although this is not an exhaustive list and the Buyer may request services that fall within the Lot title of Secure Services. |
| **Lot 3** | **Secure Collection and Delivery of Examination, Test Papers and Materials**.  This Lot will deliver a full suite of service lines capable of fulfilling the broad range of Buyers requirements for the secure collection, storage and delivery of examination and test papers and materials. This will include, but not be limited to;  Full end to end process from collection from the collation provider, for delivery to the examination centre, then onward delivery to the awarding examination body marking panel members.  Possible items under Lot 3 are defined as, but are not limited to:   * Examination question papers and support materials; * Student scripts; * Examination results.   Possible speed of services under Lot 2 are, but not limited to as below:   * Overnight * Same day * International   Further detail regarding the Mandatory requirements under Lot 3 as detailed in Paragraph 9 including; tracking, delivery, identification, addressing, collection, volume forecasting, security, packaging  Lot 3 Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services, which may be required by Buyers are detailed in Paragraph 10 of this Framework Schedule 1 (Specification) although this is not an exhaustive list and the Buyer may request services that fall within the Lot title Secure Collection and Delivery of Examination and Test Papers and Materials. |
| **Lot 4** | **Managed Service for Specialist Movements**  This Lot will deliver a wide range of services in relation to the collection, delivery and transportation of specialist items; This includes but is not limited to;   * Documents and Parcels * Infectious Substances Category A UN Class 6, division 6.2 UN 2814; * Toxic Substances UN Class 6, division 6.1; * Genetically modified organisms, which are classed as UN 2814 and UN 2900; * Any diagnostic and/or investigative specimens for laboratory analysis, which are classified as UN2814 and/or UN2900; * Genetically modified organisms and any diagnostic and/or investigative specimens for laboratory analysis, which are classified as UN337 * Water Samples * Non Infectious Substances including but not limited to: * Controlled Drugs * Pharmaceuticals * Medical Supplies * Associated Equipment   Further detail regarding the Mandatory Requirements under this lot are listed in paragraph 11 including the transportation, training and regulations in relation to the transportation of the items. This also includes same day and overnight services.  Lot 4 Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services, which may be required by Buyers are detailed in Paragraph 12 of this Framework Schedule 1 (Specification) although this is not an exhaustive list and the Buyer may request services that fall within the Lot title of Managed Service for Specialist Movements. |
| **Lot 5** | **Managed Service for Explosive Substances (Class 1), Firearms and Weapons**  This Lot will deliver a broad range of services in relation to the Collection, Transportation and Delivery and Disposal of Explosive Substances and articles (UN Class 1) This includes but limited to;   * UN Class 1 High Consequence Explosive Substances and articles; * UN Class 1 Explosive Substances and articles and articles division 1.1-1.6; * Section 5 Firearms; * Section 1 Firearms; * Section 2 Firearms; * Handguns for humane dispatch; * Small arms ammunition; * CS Gas and PAVA Spray; * Chain of custody transportation service and services * Weapons including Knives and Tools * Fireworks   Further detail regarding the Mandatory Requirements under this lot are listed in Paragraph 13 including the transportation, training, regulations in relation to the transportation of the items  Lot 5 Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services, which may be required by Buyers are detailed in Paragraph 14 of this Framework Schedule 1 (Specification) although this is not an exhaustive list and the Buyer may request services that fall within the Lot title of Managed Service for Explosive Substances, Firearms and Weapons. |
| **Lot 6** | **Managed Service for Asset Recovery**  This Lot will deliver a broad range of services in relation to the recovery of assets and specialist items, vehicles, property and land. Items may include but not be limited to;   * Illegal drugs; Controlled drugs and pharmaceuticals; * Firearms, including any associated ammunition and weapons; * High valuable items including but not limited to; money, jewellery, watches, clocks, fine art; * Electrical Items; * Data holding devices; * Tobacco products (including but not limited to; tobacco, cigarettes, e-cigarettes, cigars); * Medical Equipment; * Office Equipment; * Vehicles, (including but not limited to; cars, motorcycles, pushbikes, quadbikes and vehicle components); * Vessels (including but not limited to; boats, canoes, jet skis) * Aircraft; * Items and vehicles confiscated or seized under a forfeiture order (POCA); * Items and vehicles detained or confiscated under the PACE Act 1984; * Property; * Land.   Further detail regarding the Mandatory Requirements under this lot are listed in Paragraph 15 including the transportation and regulations in relation to the transportation of the items.  Lot 6 Suppliers may also provide Additional Services to Buyers (if required). The provision of Additional Services, which may be required by Buyers are detailed in Paragraph16 of this Framework Schedule 1 (Specification) although this is not an exhaustive list and the Buyer may request services that fall within the Lot title of Managed Service for Asset Recovery. |

# Mandatory Requirements – Applicable to All Lots

* 1. This section provides details of the mandatory service requirements that Suppliers will be expected to fulfil in their entirety, in order to meet the Deliverables of this Framework Agreement. These apply across **ALL** Lots. It is important that Suppliers take time to fully understand these requirements, and in particular, the need for full compliance from the implementation of Call-Off Contracts with Buyers.
  2. **Collection and Delivery Times**
     1. The Supplier shall work with the Buyer to offer a mutually acceptable collection time in relation to the collection of items from any location defined by the Buyer during the Call-Off Procedure ensuring that delivery timescales can be achieved.
     2. The collection of items shall be made on a free of charge basis, unless the Buyer is requesting out of hours or wholly bespoke collections in which case the Supplier and the Buyer shall mutually agree in advance any charges, which may apply. The Supplier shall keep any such charges to a minimum to ensure they still represent value for money.
     3. CCS accepts that on occasions the Buyers may request an urgent, un-scheduled collection. CCS acknowledges that such collections may attract a fee; however, the CCS expects the Supplier to make every effort to keep such a charge to an absolute minimum. This will be agreed on an individual basis between the Buyer and the Supplier during the Call-Off Procedure.
  3. **Collections**
     1. Collections may be required from any location as defined by the Buyer, this may include but not be limited to; field locations, satellite locations, hospitals and military or police operations. This is not an exhaustive list and the Buyer will determine their exact requirements during the Call-Off Procedure.
     2. The Supplier shall be able to provide a range of flexible collection solutions, including but not limited to:
        1. Ad-hoc collections – potentially at short notice or urgent requirement
        2. Pre-defined/Scheduled collections – regular collections from a pre-agreed collection point location (s) at a pre-agreed time;
        3. Time critical collections – Often within 20-30 minutes of the request being made. This time critical requirement is imperative, particularly for some Buyers where urgent transportation is needed between premises;
        4. Out of Hours Collection - to be available 24 hours a day, 365 days a year.
     3. Where a pre-defined/scheduled collection is required, the supplier shall work with the Buyer to agree a suitable collection time. The Supplier shall be required to maintain this collection time during the lifetime of the Call-Off Contract, unless a formal amendment is made in writing and mutually agreed between the Buyer and the Supplier. It is accepted that a window of +/- 15 minutes either side of this agreed collection time will be deemed acceptable.
     4. 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 collection service, then these will be defined by the Buyer during the Call-Off Procedure.
  4. **Deliveries**
     1. Deliveries may be required to any location as defined by the Buyer, this may include but not be limited to; field locations, satellite locations, hospitals and military or police operations. This is not an exhaustive list and the Buyer will determine their exact requirements during the Call-Off Procedure.
     2. The Supplier shall demonstrate flexibility in their service offering and this may include but not be limited to offering deliveries out of standard working hours including the ability to deliver 24 hours a day, 365 days a year.
     3. 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 delivery services, then these will be defined by the Buyer during the Call-Off Procedure.
  5. **Customer Support and Operations** 
     1. The Supplier shall make available to the Buyer’s a single point of contact, capable of recording and dealing with all enquiries from Buyers in relation to the services being provided.
     2. As a minimum, customer service and support hours will cover 08.00 to 18.00 Monday to Friday, excluding UK Bank Holidays.
     3. The exact requirements will be defined by the Buyer during the Call-Off Procedure
  6. **Undeliverable Items**
     1. The Supplier shall have a robust process in place for dealing with items, which have not been delivered successfully.
     2. All undelivered items should be immediately returned to the Buyer with an explanation as to why the item could not be delivered, including but not limited to:
        1. Addressee gone away;
        2. Addressee not at the address;
        3. Incorrect address;
        4. Incorrectly packaged.
     3. Under no circumstances should an undelivered item be destroyed unless without prior written consent of the Buyer.
  7. **Consumables and Equipment**
     1. The Supplier shall provide the Buyer with the use of the property and materials necessary for the Supplier to undertake the service obligations in the most efficient and cost effective manner. Such property and materials may include, but is not limited to:
        1. The necessary Software (including installation, training and de-commissioning) to enable Buyer to interface directly with suitable approved Software e.g. online account interface;
        2. Label printer (including associated cables, power supply unit, installation and decommissioning);
        3. Printer Consumables;
        4. Labels;
        5. Bags/trays;
        6. Bag ties;
        7. Manifest templates;
        8. Packaging.
  8. **Supplier User Guides/ Operating Manuals**
     1. The Supplier shall develop a User Guide for each Buyer at the start of each Call-Off Contract. These shall be provided at no additional cost to the Buyer and shall be produced in an MS readable format.
     2. User Guides/ Operating manuals shall provide detailed instructions pertaining to the operation of the Service(s) and may include but not be limited to:
        1. User obligations in relation to the performance and operation of the Services including but not limited to:
           1. Forecasting requirements;
           2. Guidance on correct use of services available;
           3. Guidance on correct use of Consumables;
           4. Packaging and transportation standards
           5. Addressing Standards;
           6. Incident escalation procedures.
     3. Supplier obligations in relation to the performance and operation of the Services, including Key Subcontractors and or Subcontractors and owner drivers, which the Supplier may utilise from time to time.
     4. Contract Manager details, and support contact details including helpdesk or local depot numbers.
     5. The Supplier shall include a glossary of terms in each User guide.

* + 1. User Guides shall be reviewed and updated as appropriate to reflect changes in routine operational practice. Any changes must be agreed in advance and in writing with the Buyer.
  1. **Transport** 
     1. Suppliers shall be required to ensure vehicles used in the delivery and performance of this Framework Agreement comply with the relevant transport regulations, including but not limited to:

3.5.1.1 Vehicle Excise and Registration Act 1994 (VERA);

3.5.1.2 Standard International Operator’s Licence (this applies to all vehicles

with a gross vehicle weight rating above 3.5 tonnes);

3.5.1.3 Certificate of Professional Competence (CPC);

3.5.1.4 Obtain the correct operating licences for transporting goods

Internationally

<https://www.gov.uk/guidance/carry-out-international-road-haulage-after-brexit>

* + 1. The link to the commercial vehicle safety and maintenance guide is available here:

[www.gov.uk/government/collections/vehicle-safety-and-maintenance-guides](http://www.gov.uk/government/collections/vehicle-safety-and-maintenance-guides)

* 1. **Health and Safety**
     1. The Supplier shall meet all the relevant health and safety legislation in accordance with the Health and Safety at Work etc. Act 1974 in discharging their duties under this Framework Agreement.
     2. The Supplier shall ensure that all staff concerned with the delivery of the requirements under this Framework Agreement and any Call-Off Contract are suitably trained in relevant health and safety legislation.
  2. **Supplier Staff Income Standards**
     1. The Supplier shall ensure that all Supplier Staff employed in the delivery of Services under this Framework Agreement and any Call-Off Contract receive a wage and benefits that meets, as a minimum, the national legal standards in the country of employment.
     2. The Supplier shall be aware that Buyers’ may have a requirement for the Supplier to meet other voluntary wage requirements such as the London Living Wage. Any such requirements will be defined by the Buyer during the Call-Off Procedure.
  3. **Key Subcontractors**
     1. The Supplier shall be the primary point of contact for all Key Subcontractors and/ or Subcontractors and shall therefore be responsible for managing, controlling and maintaining all relationships throughout the lifetime of the Framework Agreement and any Call-Off Contract.
     2. The Supplier shall ensure where Key Subcontractors and/ or approved Subcontractors are used in the provision of the Deliverables, the Supplier must continue to manage, control and maintain Buyer facing activities, including but not limited to, all Call-Off Contract management activities, standards and invoicing to Buyers and CCS.
     3. Where part of the Service is subcontracted the provisions of Joint Schedule 12 (Supply Chain Visibility) contained within Framework Schedule 6 (Order Form Template and Call-Off Schedules) shall apply.
  4. **Security** 
     1. The Supplier shall comply with the provisions of Call-Off Schedule 9 (Security) and the Cabinet Office Security Policy Framework (SPF) throughout the lifetime of each Call-Off Contract. The SPF may be amended from time to time. Full details of the Cabinet Office SPF can be viewed via the link below: <https://www.gov.uk/government/collections/government-security>
     2. The Supplier shall ensure they fully comply with the standards set out in the link below and have in place security clearance which meets the differing requirements of the Buyers.

<https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>

* + 1. The Supplier shall be aware that Buyers may have a requirement for Supplier Staff to have a higher level of security clearance, including but not limited to, Security Check (SC) clearance or Enhanced DBS checks. The requirement for any such level of clearance shall be defined by the Buyer during the Call-Off Procedure.
    2. The Supplier shall ensure that all their Key Subcontractors and/or Subcontractors fully comply with security controls and also conform to the security requirements as specified by the Buyer during the Call-Off Procedure.
    3. The Supplier shall ensure that all personnel carry relevant photographic identification upon their person at all times including but not limited to:
       1. A UK driving licence;
       2. Photo identity cards;
       3. Organisation identity cards
    4. The Supplier shall, where requested by a Buyer, provide security clearance details of vehicle crew making regular deliveries to secure establishments. The Supplier may be required to supply full booking in details which may include, but not be limited to:
       1. Vehicle details including registration;
       2. Full driver details and estimated time of arrival;
       3. Details of the next destination of the vehicle.
    5. The Supplier shall be aware that Buyers may request additional security measures to comply with their Security Policy. This may include, but is not limited to;
       1. Additional vehicle security features, including but not limited; to additional drivers, non-uniformed staff, non-liveried vehicles, caged areas and segregation;
       2. The Supplier shall ensure that during collection, transportation and delivery of items that no unauthorised passengers are allowed in the vehicle or any unauthorised stops are made.
    6. The Supplier shall ensure security on all aspects of the Services is commensurate with the value of goods being transported and where applicable stored overnight.
    7. Vehicle Security: The Supplier shall be responsible for and provide assurances to the Buyers in respect of all vehicles used in the delivery of this Framework Agreement. This will include identification of driver responsibilities and processes in place to ensure adherence to security policies, a process of reporting failures to comply with the driver security responsibilities.
  1. **Processing Data** 
     1. The Supplier shall ensure that they and any Key Subcontractors/ and Subcontractors fully comply with the obligations set out in Joint Schedule 11 (Processing Data).
     2. The Supplier will not transfer any Personal Data it may obtain whilst performing its obligations under the Framework Agreement or any Call-Off Contract outside of the EU without the prior written consent of CCS or the Buyer. Joint Schedule 11 (Processing Data) shall be used by both CCS and the Buyer.
  2. **Data Security**
     1. The Supplier shall ensure that they and any Key Subcontractor engaged by the Supplier to deliver the Services are compliant with and operate to the ISO 27001 Information Security Management standards or equivalents including, but not limited to, Sarbanes-Oxley (SOX) controls, as set out in Framework Schedule 10 (ISO 27001 or equivalent). Where the Supplier holds such accreditations these must be provided upon Framework award during the Standstill period, and where a Supplier may be working towards these, within 30 days of Framework award.
     2. The Supplier shall also ensure that they are compliant with Cyber Essentials as set out in Framework Schedule 9 (Cyber Essentials Scheme). Where the Supplier holds such accreditations these must be provided upon Framework award during the Standstill period, and where a Supplier may be working towards these, within 30 days of Framework award.
     3. The Supplier shall ensure that Buyers’ information and data is secured in a

manner that complies with the Government Security Classification Policy rating appropriate to the classification of the information and data. The Supplier shall ensure that the Government Security Classification Policy rating is also applied when information and data is transmitted across all applicable networks and/ or in line with the Buyers’ requirements.

* + 1. Suppliers shall be required to have their own security operating procedures that shall be made available to the CCS and/or Buyers to provide assurance of Data security.
    2. The Supplier shall ensure that Buyers’ 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 Agreement and any Call-Off Procedure
    3. The Supplier shall, where required, have the capability to employ encryption to information / data, which might be sent across a network or extracted by any means. The Supplier shall ensure that the level of encryption complies in full with the Government Security Classification Policy rating appropriate to the classification of the information and data and/ or in line with the Buyers’ requirements.
    4. The Supplier shall comply with the requirements of the Buyer and where relevant, their Security Policy and procedures, to ensure that they have in place and operate to the required level of physical and data security and are able to comply with relevant security systems and/ or networks. Any such requirements will be defined by the Buyer during the Call-Off Procedure.
    5. The Supplier shall not charge a Buyer for any specific standards and/ or security compliance or accreditation/certification that they specify during the Call-Off Procedure unless by agreement with the Buyer as part of the Call-Off Procedure.
    6. The Supplier shall ensure that any suspected or actual security breaches are reported to the Buyers representative immediately and depending on the impact of the breach, shall also be reported to CCS. Instances are not limited to but may include where a potential breach affects the security and privacy of the Citizen, the reputation of the Buyer/Supplier or may be reportable to the Information Commissioner's Office (ICO).
  1. **Lost or Damage** 
     1. The Buyer shall be responsible for ensuring that at the point of hand over to the Supplier, all items are free from damage, the packaging is appropriate for the item(s) being dispatched and the packaging is not over-filled causing weakness to the structure.
     2. The Supplier shall be responsible for all items within its possession from collection of the item through to the delivery of the item at the correct delivery location.
     3. The Supplier shall have appropriate practices and procedures in place to maintain the integrity of all items ensuring they are kept free from damage, loss or destruction whilst in the Suppliers possession.
     4. The Supplier must immediately report to the Buyer, when an item in its possession has been damaged, lost or destroyed.
     5. The Supplier must have a robust reporting process in place to record all the appropriate information in relation to lost, damaged or destroyed item and must provide a report to the Buyer within 24 hours of such a discovery.
     6. The Buyer shall be eligible for compensation from the Supplier for any items that are lost, damaged or destroyed whilst in the Suppliers possession. Compensation shall be agreed between the Supplier and the Buyer during the Call-Off Procedure and shall be fair and reasonable and should represent the incidental loss to the Buyer.
     7. **Value for Money**
     8. The Supplier shall support public sector organisations by driving behaviour towards implementing best practice and applying your knowledge and expertise to the market for more efficient and effective ways of working to optimise commercial benefits and delivery of savings and efficiencies over the lifetime of each Call-Off Contract.
     9. The Supplier shall ensure that where volumes are secured under this Framework Agreement, they shall employ strategies to leverage the benefit of such volumes in their commercial offering to ensure best value for the Buyer. Such strategies may include working with the supply chain to maximise any efficiencies and ensuring sustainability of supply.
     10. The Supplier shall be aware that Buyers may have requirements that fall within a small geographical area such as a limited region or postcode area. Where appropriate, the Supplier may leverage these localised Buyer needs in their commercial offering to ensure best value for the Buyer.
     11. The Supplier shall be aware that public sector organisations may seek to work in collaboration with each other to drive value and efficiencies. This collaborative approach may be in a specific region or may extend more widely.
     12. The Supplier shall comply with such requirements and associated processes, in accordance with Call-Off Schedule 12 (Clustering).
  2. **Estates Rationalisation**
     1. The Supplier shall be aware that many public sector organisations are reviewing their office locations and estate and it is likely that over the lifetime of this Framework Contract the number of office locations will reduce. As a result of such a programme, a Buyer may have the need to relocate their Services.
     2. The Supplier shall adopt a flexible approach to accommodate any such requirements in the management of the Buyers’ requirements throughout the lifetime of the Call-Off Contract.
  3. **Our Social Value Priorities**
     1. Economic benefits and growth through;

3.13.1.1 Encouraging SME participation.

3.13.1.2 The Framework Agreement is structured into individual lots to allow

for regional solutions.

3.13.1.3 Promotion of supply chain spend with SMEs supported by practical

safeguards such as prompt payment commitments.

* + 1. Fair and ethical employment practices and skills development through;

3.13.2.1 Requirements to mitigate the risk of Modern Slavery in supply

chains associated with the service and solutions offered;

3.13.2.2 Providing quality work for fair pay, including provision to allow Buyers

to require payment of the Living Wage;

* + 1. Requirement to support skills development and delivery of the apprenticeship commitment for Call-Off Contracts of £10,000,000.00 and above and duration of 12 months and above, in accordance with the Policy set out in detail in Policy Procurement Note 14/15:

<https://www.gov.uk/government/publications/procurement-policy-note-1415-supporting-apprenticeships-and-skills-through-public-procurement>

* + 1. Equality

3.13.4.1 Requirement to achieve WCAG 2.1 level AA in order to make digital

services, websites and apps accessible to everyone, including users with visual, hearing, mobility and cognitive impairments.

* + 1. Environmental and Sustainability
       1. 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 and the contribution to the Government's Climate Change and zero emissions.
  1. **Delivering Social Value**
     1. The Supplier shall work with the Buyers to help them conform to the Public Services (Social Value) Act 2012 and Well-being of Future Generations (Wales) Act 2015 in England and Wales and the Procurement Reform (Scotland) Act 2014 in Scotland.
     2. CCS has identified the social value priorities, set out in paragraphs 3.20, 3.21, 3.22 and 3.23 below, for this procurement.
     3. The Buyer can identify specific social value priorities during the Call-Off Procedure including but not limited to:
        1. initiatives in association with the National TOMS Framework 2019: <https://socialvalueportal.com/national-toms/>;
        2. initiatives in association with other published frameworks; and
        3. independent initiatives unique and specific to the Buyer(s).

* 1. **Delivering a Diverse Supply Chain** 
     1. CCS and Buyer(s) want to ensure a diverse base of suppliers and resilient supply chains in this procurement.
     2. The Supplier will support the delivery of these priorities through activities such as:
        1. Cascading prompt payment throughout your supply chain, as set out in Clause 4 (Pricing and Payments) of the Core Terms; and
        2. Where appropriate, growth and development through the provision of support to SMEs and SEs to develop resilient local supply chains.
  2. **Fair, Inclusive and Ethical Employment Practices and Skills Development** 
     1. CCS and Buyer(s) consider the delivery of high quality public services to be critically dependent upon a workforce that is inclusive, well-motivated, well-led and has appropriate opportunities for training and skills development.
     2. All organisations with 250 or more employees must publish and report specific figures about their gender pay gap. The Supplier will progress towards equalising this.
     3. Additionally, the Supplier and its Supply Chain will support and encourage employment and skills development opportunities through the performance of this Framework Agreement, with a specific focus on opportunities for priority groups.
     4. The Supplier acknowledges and agrees that Buyers may test the Supplier’s proposed methods for delivering skills development within the local community, as relevant to their specific requirements as part of the Call-Off Procedure.
  3. **Safe & Secure Supply Chains: Addressing Modern Slavery and exploitation in our Supply Chain.**
     1. It is the role of CCS and 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.
     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).
     3. Due to the nature of the Services and the supply chain being present in at risk countries in the direct and indirect supply chain. This can include:
        1. Sourcing of raw materials in high risk countries;
        2. The use of temporary or agency workers
     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. **Environmental and Sustainability**
     1. The Supplier shall provide information on new or improved environmentally preferable products when they become commercially available and promote their use under the Framework Agreement.
     2. The Supplier shall be required to demonstrate their measured progress on climate change adaptation, mitigation and sustainable development including performance against carbon reduction management plans.
     3. The Supplier shall complete annual Corporate Social Responsibility (CSR) assessments upon request from Buyer(s).
     4. The Supplier shall fully comply with the following government standards for the duration of this Framework Agreement:

[www.gov.uk/government/policies/sustainable-development](http://www.gov.uk/government/policies/sustainable-development)

* + 1. The Supplier shall include the provision of transport and Services that are aligned with the EU Green Public Procurement standards, wherever possible.
    2. The Supplier shall work cooperatively and provide assistance to Buyers’ to support the Government’s Agenda to meet the Greening Government Commitments (GGC), including associated reporting requirements, details of which can be accessed via the following link:

<https://www.gov.uk/government/publications/greening-government-commitments-2016-to-2020>

* + 1. The Supplier shall comply with the Government Buying Standards applicable

to the Deliverables under this Framework Contract. Full details can be found on the DEFRA Sustainable Development in Government website via the following link:

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

* + 1. The Supplier shall be able to offer the Buyer a range of alternative vehicles that contribute to the Government's zero emissions targets and support the sustainability agendas of the Buyers. This will be defined by the Buyer during the Call-Off Procedure and will include but not limited to;
       1. Low Emission Vehicles
       2. Electric Vehicles
       3. Bikes

* 1. **Packaging Guidance**
     1. It is imperative that items are dispatched in the appropriate packaging to avoid loss or damage to an item. The Supplier shall provide the Buyer with a guide which clearly articulates how items should be packaged in order to maximise the benefits of the Suppliers service and ensure the item is protected.
     2. The Supplier shall immediately address badly packed or incorrectly packaged items with the Buyer.
     3. The Supplier shall ensure that any packaging supplied by the Supplier to the Buyer meets the Government packaging standards which can be found at the following link:

<https://www.gov.uk/government/publications/packaging-essential-requirements-regulations-guidance-notes>

* + 1. The Supplier shall ensure uniform and consistent packaging that is fully compliant with the law and prevailing regulations at the time. Any changes to such laws or prevailing regulations should be addressed immediately.
    2. Where applicable, the Supplier shall adhere to United Kingdom and EU legislation for the disposal of packaging.
  1. **Addressing Guidance**
     1. It is imperative that items are addressed correctly to avoid delays in delivery and to avoid the risk of an item not being delivered at all. The Supplier shall provide the Buyer with a guide which clearly articulates how items should be addressed in order to maximise the benefits of the Suppliers service and ensure the item is protected.
     2. Suppliers should immediately address badly or incorrectly addressed items with the Buyer to improve addressing standards and ensure delivery of items within the required delivery timescales.
     3. Suppliers shall work with the Buyers to offer alternative addressing formats to ensure the location/street address of the Buyer is not identified and remains confidential. This may include, but is not limited to:
        1. One line addresses;
        2. Disguised addresses – where the actual street location of premises remains anonymous.

1. **Lot Specific Services and Deliverables**
   1. This section provides full details of the Services set out in the table at clause 2.2 of this Framework Schedule 1 and further sets out the Mandatory Services that Suppliers appointed to each Lot will be expected to fulfil in their entirety. It is important that Suppliers take time to fully understand this fundamental part of the service delivery requirement for each Lot they may choose to bid for. Suppliers may bid for one or more of the following Lots.
2. **Lot 1 Collection and Delivery – Mandatory Requirements** 
   1. **Overnight Deliveries**
      1. An overnight requirement means that the Supplier shall be capable of collecting an item and delivering the item to the delivery address the day after collection.
      2. The Supplier shall be capable of offering a wide range of overnight delivery speeds, including but not limited to:
         1. Before 9.00am;
         2. Before 10.00am;
         3. Before 12.00pm;
         4. Before 5.00pm
      3. All items shall be processed via an appropriate sortation hub/depot, which will ensure items are delivered as requested by the Buyer. No items should be stored in vehicles overnight.
      4. The Supplier shall be able to provide a range of vehicle types and sizes to deal with the broad range of overnight requirements of Buyers that will utilise this Framework Agreement.
      5. The Supplier shall be able to provide a proof of delivery notification to the Buyer to confirm delivery of the item. The level of detail required for the proof of delivery shall be agreed between the Supplier and the Buyer during the Call-Off Procedure.
      6. The Supplier shall be able to provide a range of indemnity/compensation levels to the Buyer, this may include enhanced indemnity if required. The purpose of such indemnity/compensation is to cover the value of the item in the event of loss, damage or destruction. The Buyer shall be responsible for selecting the appropriate level of indemnity for each item.
   2. **Economy Deliveries**
      1. An economy requirement means that the Supplier shall be capable of collecting an item and delivering the item to the delivery address within an agreed number of days after collection.
      2. The Supplier shall be capable of offering a wide range of economy delivery speeds, including but not limited to:
         1. Delivery within 2 days of collection (48 Hours);
         2. Delivery within 3 days of collection (72 Hours);
         3. Delivery within 5 days of collection;
         4. Delivery within 7 days of collection.
      3. All items shall be processed via an appropriate sortation hub/depot, which will ensure items are delivered as requested by the Buyer. No items should be stored in vehicles overnight at any part of the process.
      4. 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 Buyers.
      5. The Supplier shall be able to provide a range of indemnity levels to the Buyer, this may include enhanced indemnity if required. The Buyer shall be responsible for selecting the appropriate level of indemnity for each item.
      6. **Buyer Access**
         1. The Supplier shall be expected to work with CCS over the lifetime of this Framework Contract to simplify how Buyers' may access the Framework Contract. This shall include but is not limited to, supporting CCS to implement a digital marketplace solution which will make as many of the available Goods and Services as possible accessible through a single sign on, CCS branded digital platform.
3. **Lot 1 Additional Requirements (Non Mandatory)**
   1. **Same Day Deliveries**
      1. A same day requirement means that the Supplier shall be capable of collecting an item and delivering the item within the same day, without the need for the item to be off loaded from the vehicle and processed through a sortation hub and/or line haul operation.
      2. CCS and Buyers accept that a same day requirement is a premium service.
      3. Where the distance between the collection point of an item and the delivery address would mean that drivers hours regulations are breached, the Supplier shall agree in advance with the Buyer a suitable solution that ensures the item is delivered on time, but does not put the Supplier at risk of committing any offences. This may include, but is not limited to:
         1. A duel manned vehicle;
         2. A change to the driver at an agreed point on the journey to the delivery destination;
         3. The item is securely transferred to a different vehicle at an agreed point on the journey to the delivery destination.
      4. The Supplier shall be able to provide a range of vehicle types and sizes to deal with the broad range of same day movement requirements of the Buyers.
      5. As same day items are time critical, the Supplier shall be able to provide a tracking service, which as a minimum must include a web-accessible tracking service that is capable of monitoring the delivery stages of an item from the collection point to the delivery point.
      6. The Supplier shall have a process in place that is capable of notifying the Buyer immediately, should there be any change to the delivery route of the item due to unforeseen circumstances and should be able to articulate what impact, if any, this re-routing will have on the delivery time.
      7. The Supplier shall be able to provide a proof of delivery notification to the Buyer to confirm delivery of the item. The level of detail required for the proof of delivery shall be agreed between the Supplier and the Buyer during the Call-Off Procedure.
      8. The Supplier shall be able to provide a range of indemnity levels to the Buyer, this may include enhanced indemnity if required. The Buyer shall be responsible for selecting the appropriate level of indemnity for each item.
      9. It is the individual Buyer’s responsibility to assess whether an item needs to be moved via a same day service or whether an overnight service with an allotted delivery time would be more cost effective and offer value for money.
      10. The Supplier shall work with the Buyer to seek to reduce the number of same day item movements over time where possible, as part of a programme of continuous improvement, standardisation, innovation and consolidation for final mile deliveries.
   2. **Bulk Courier Deliveries** 
      1. The Supplier shall be capable of collecting large, bulk items and delivering to the delivery address within an agreed number of days after collection.
      2. Bulk items could include, but are not limited to:
         1. Large scale distribution;
         2. Pallet deliveries;
         3. Overweight / Oversized items.
      3. The Supplier shall be able to provide an appropriate range of vehicle types and sizes to deal with the broad range of bulk item requirements of the Buyers.
      4. The Supplier shall ensure that the appropriate level of resource and handling Equipment is provided to ensure the safe and effective handling of all bulk items.
      5. The Supplier shall be able to provide a proof of delivery notification to the Buyer to confirm delivery of the item. The level of detail required for the proof of delivery shall be agreed between the Supplier and Buyer during the Call-Off Procedure.
      6. The Supplier shall be able to provide a range of indemnity levels to the Buyer, this may include enhanced indemnity if required. The Buyer shall be responsible for selecting the appropriate level of indemnity for each item.
   3. **International Deliveries**
      1. The Supplier shall be able to offer an international courier service, which is capable of meeting the varying and often diverse requirements of the Buyers.
      2. The Supplier shall be able to deliver items to any required address, as requested by the Buyer, within Europe and Worldwide using its own resources or those of a Key Subcontractor and/or Subcontractor.
      3. The Supplier shall have the capability to facilitate the collection of various items from within Europe and Worldwide locations using its own resources or those of a Key Subcontractor and/or Subcontractor and deliver to addresses within the UK.
      4. The Supplier shall be capable of providing a range of delivery speeds for International items, including but not limited to:
         1. Priority Europe - 1 to 3 days after collection, Worldwide – 1 to 4 days after collection.
         2. Standard Europe – 2 to 4 days after collection, Worldwide – 3 to 7 days after collection.
         3. Economy Europe – 3 to 7 days after collection, Worldwide – 7 to 10 days after collection
      5. CCS will accept variants to these delivery timescales where they offer improved delivery times.
      6. The Supplier shall be able to provide a proof of delivery notification to the Buyer to confirm delivery of the item. The level of detail required for the proof of delivery shall be agreed between the Supplier and the Buyer during the Call-Off Procedure.
      7. The Supplier shall be able to provide a range of indemnity levels to the Buyer, this may include enhanced indemnity if required. The Buyer shall be responsible for selecting the appropriate level of indemnity for each item.
      8. The Supplier shall provide a comprehensive list of International destinations that are not accessible due to political unrest, war, pandemic or other events, which are outside of the control of the Supplier. This list shall be maintained over the lifetime of the Framework Agreement and any Call-Off Contract and updated regularly as events change.
   4. **Secure Deliveries**
      1. The Supplier shall be able to offer an enhanced security courier service for either:
         1. Overnight delivery;
         2. Same day delivery
      2. The Supplier shall be aware that the service should provide Buyers with the full track and trace ability for their items from point of collection to point of delivery and include extra levels of indemnity to cover valuable items, which will be defined by the Buyer during the Call-Off Procedure. Additional security may include but not limited to:
         1. Duel Manned Vehicles;
         2. Cages;
         3. Segregated areas;
         4. Secure storage
      3. The Supplier shall be able to provide a range of indemnity levels to the Buyer, this may include enhanced indemnity if required. The Buyer shall be responsible for selecting the appropriate level of indemnity for each item.
      4. The Supplier shall be able to provide a proof of delivery notification to the Buyer to confirm delivery of the item. The level of detail required for the proof of delivery shall be agreed between the Supplier and the Buyer at Call-Off Procedure.
         1. The Supplier shall provide a secure compound to ensure the segregation of all sensitive documents and high value items where such items are to be secured overnight. The secure compound should have 24 hour CCTV surveillance as a minimum. The Buyer may request additional security dependent on the value of the items.
         2. The Supplier shall ensure that no items are stored in vehicles overnight.
         3. The Supplier shall be able to provide a range of vehicle types and sizes to deal with the broad range of overnight requirements of Buyers that will utilise this Framework Agreement. There will be a requirement for Suppliers to supply vehicles that are fitted with Global Positioning Systems (GPS).
   5. **Regional Courier Solutions** 
      1. A Regional solution by definition means that the deliveries and collections are undertaken in one region without requiring to be transported to other depots and via line hall to other parts of the country. The regions are identified below;
         1. North East
         2. North West
         3. Yorkshire and Humber
         4. East Midlands
         5. West Midlands
         6. South East
         7. South West
         8. London
         9. Northern Ireland
         10. Scotland
         11. Highlands and Islands.
         12. Isle of Man
         13. Isle of Wight
         14. Channel Islands
      2. The Supplier shall be aware that the Buyer may require a town, county or region solution and this will be defined by the Buyer during the Call-Off Procedure.
      3. The Supplier shall be able to provide a range of solutions to meet the Buyer’s regional courier requirements this will include but not be limited to:
         1. Overnight delivery;
         2. Same day delivery;
         3. Secure courier services.
      4. The supplier shall be able to offer preferred rates to customers not needing to transport their items out of a region.
   6. **Mail Screening**
      1. The Supplier shall be able to offer mail screening service, which is capable of meeting the varying and often diverse requirements of the Buyers.
      2. The service should be performed in a safe and secure off-site facility prior to final delivery to the Buyer sites and location(s). This will be defined further by the Buyer during the Call-Off Procedure.
      3. The Supplier shall collect/receive all internal mail documents and parcels from mail carriers and other appropriate organisations including hand delivered items. This will be defined further by the Buyer during the Call-Off Procedure.

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| --- | --- | --- |
| **Group** | **Description** | **Includes** |
| 1 | **Discrete threat objects and bulk materials.**  Discrete threat objects and bulk materials covers items and bulk quantities of hazardous materials whose presence should be clearly discernible when mail is X-rayed, even if a large volume of mail is X-rayed at once. | * explosive and incendiary devices (improvised or of commercial or military origin); * firearms and ammunition; * knives; * blades and other sharp items, (e.g. syringe needles, broken glass); * offensive material (e.g. faeces, urine); * bulk chemicals – toxic, corrosive or otherwise harmful, including narcotics; * bulk biological materials; * bulk radiological (radioactive) materials. |
| 2 | **White Powders**  “White Powders” are often referred to in the context of mail/postal threats.  These can include hazardous chemical (including explosive or narcotic), biological or radiological materials, as well as benign materials.  Such materials may not be “white” and may not be “powders”; materials may be crystalline (e.g. sugar), oily or waxy residues, or liquids, and might be present in sufficiently small quantities as to be undetectable by typical X-ray-based screening processes. | * hazardous chemicals (explosive or narcotic) biological or radiological materials, as well as benign materials. * goods with a crystalline (e.g. sugar) oily or waxy residues or liquid in nature, * may be present in sufficiently small quantities as to be undetectable by typical X-ray-based screening processes. * may be present in small quantities, which are not identifiable via methods used in Group 1. |

* + 1. The Supplier shall comply with the British Standards Institution Mail Screening and Security Specification (PAS 97:2015), as may be amended from time to time.
    2. Suppliers shall have the Equipment and procedures in place to identify and manage the safe disposal of the hazards identified in the table below:
    3. Should canine screening be required by the Buyer, the Supplier shall provide sufficient canine resource to search all mail and parcel deliveries for identified sites, and fully comply with animal welfare legislation.
    4. The Supplier may be required to facilitate the provision of a more specialist service by Buyers. These requests will be defined by the Buyer during the Call-Off Procedure.
  1. **Fulfilment and Storage**
     1. The Supplier shall be able to offer the Buyer a fulfilment service for short term storage. This could include storage of the following items not be limited to:
        + 1. IT peripherals;
          2. Consumables/ packaging;
          3. Equipment parts.
     2. The Supplier shall be aware that the Buyer may require these to be delivered based on time critical parameters and that the delivery of these items could be to remote field locations. The exact requirements will be defined by the Buyer during the Call-Off Procedure.
  2. **Contingent Drivers and Support Services** 
     1. The Supplier shall be able to offer to contingent drivers and support services to Buyers who require a courier service for collections and deliveries within a dedicated region where they have their own in house service and require a service to support leave periods.
     2. The service shall be provided on an ad-hoc basis or over a number of days and the Buyer will define their exact requirements during the Call-Off Procedure.
     3. The Supplier shall be aware that this service may also include the movement of mail to and from mail rooms to designated collection and delivery points. The Buyers exact requirements will be defined during the Call-Off Procedure.
  3. **Packaging** 
     1. The Supplier shall be aware that where the Buyer has a requirement for an item to be collected from any location. This may include but not be limited to; residential, business, field, and satellite locations.
     2. The Supplier shall be able to provide the appropriate packaging for the Buyer upon collection to enable the item to be correctly packaged by the Buyer for onward delivery. These requirements will be defined by the Buyer during the Call-Off Procedure.
  4. **Consolidation Sites**
     1. The Supplier shall be aware that the Buyer may request items to be consolidated for onward delivery whilst using the same day service reducing mileage and creating more efficient deliveries. The Supplier shall work with the Buyer during the Call-Off Procedure to ensure that the most effective delivery processes are utilised.

1. **Lot 2 Secure Services Mandatory Requirements**
   1. **Secure Overnight Service**
      1. A secure overnight requirement means that the Supplier shall be capable of collecting sensitive documents and parcels including high value items and delivering the item to the delivery address the day after collection.
      2. The Supplier shall be capable of offering a wide range of overnight delivery speeds, including but not limited to:
         1. Before 9.00am;
         2. Before 10am;
         3. Before 12.00pm;
         4. Before 5pm.
      3. Secure collections will be required from business, residential, satellite and field locations, as required by the Buyer. All collection and delivery instructions will be defined by the Buyer during the Call-Off Procedure.
      4. Where a scheduled collection is required, the supplier shall work with the Buyer to agree a suitable collection time. The Supplier shall be required to maintain this collection time during the lifetime of the Call-Off Contract, unless a formal amendment is made in writing and mutually agreed between the Buyer and the Supplier. It is accepted that a window of +/- 15 minutes either side of this agreed collection time will be deemed acceptable.
      5. 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 appropriate collection, then these will be defined by the Buyer during the Call-Off Procedure, where the Buyer is aware that such restrictions, limitations or special requirements exist.
      6. The Supplier shall ensure that no item is left overnight in any vehicle.
      7. The Supplier shall provide a secure compound to ensure the segregation of

all sensitive documents and high value items where such items are to be secured overnight. The secure compound should have 24 hour CCTV

surveillance as a minimum. The Buyer may request additional security dependent on the value of the items and this will be defined during the Call-Off Procedure.

* 1. **Secure Same Day Service**
     1. A secure same day requirement means that the Supplier shall be capable of collecting sensitive documents and parcels including high value items and delivering the item within the same day, without the need for the item to be off loaded from the vehicle and processed through a sortation hub and/or line haul operation.
     2. CCS and Buyers accept that a same day requirement is a premium service.
     3. Where the distance between the collection point of an item and the delivery address would mean that drivers hours regulations are breached, the Supplier shall agree in advance with the Buyer a suitable solution that ensures the item is delivered on time, but does not put the Supplier at risk of committing any offences. This may include, but is not limited to:
        1. A duel manned vehicle;
        2. A change to the driver at an agreed point on the journey to the delivery destination;
        3. The item is securely transferred to a different vehicle at an agreed point on the journey to the delivery destination.
     4. The Supplier shall also ensure that there is an auditable record for chain of custody of any items that is affected by the driver’s hour’s regulations. This may include, but is not limited to:
        1. record of change of driver/vehicle;
        2. record to ensure all items of have been safely transferred to the additional vehicle (if applicable);
        3. The item is securely transferred at an approved secure site to a different vehicle for onward transportation to the delivery destination.
     5. The Supplier shall be able to provide a range of vehicle types and sizes to deal with the broad range of same day movement requirements of the Buyers
     6. As same day items are time critical, the Supplier shall be able to provide a tracking service, which as a minimum must include a web-accessible tracking service that is capable of monitoring the delivery stages of an item from the collection point to the delivery point.
     7. The Supplier shall have a process in place that is capable of notifying the Buyer immediately, should there be any change to the delivery route of the item due to unforeseen circumstances and should be able to articulate what impact, if any, this re-routing will have on the delivery time of the item
     8. The Supplier shall be aware that due to the security requirements in relation to this lot Buyers may specify that the Supplier vehicles must not be co-loaded with any other item and the same day service must be direct from collection to delivery and have no unauthorised stops.
  2. **Level 1 – Security Requirements**
     1. **Proof of Delivery**
        1. The Supplier shall be able to provide a proof of delivery notification to the Buyer to confirm the secure delivery of the item. The level of detail required for the proof of delivery shall be agreed between the Supplier and the Buyer during the Call-Off Procedure. This could include but not be limited to:
           1. Delivery, no signature required;
           2. Delivery with signature required;
           3. Photograph of the door to where the item has been delivered;
           4. Photograph of the open door where the item has been delivered.
     2. **Full Track and Traceability**
        1. The Supplier will provide a full track and trace solution for all items. This should include but not be limited to:
           1. End to end tracking including real time tracking and web-accessible tracking that is capable of monitoring the delivery stages of an item from the collection point to the delivery point;
           2. Consignee (named individual) only signed proof of delivery at point of both collection and delivery.
     3. **Indemnity** 
        1. The Supplier shall be able to provide a full and comprehensive range of indemnity levels to the Buyer, where required by the Buyer to ensure that sensitive and valuable items can be insured at an appropriate value in the event of loss or damage in transit.
        2. Whilst the Supplier shall offer a full and comprehensive range of indemnity levels, the Buyer shall be responsible for selecting their appropriate level of indemnity for each item they are wanting to transport.
  3. **Level 2 – Security Requirements**
     1. Suppliers shall be able to provide the Buyers with enhanced security in relation to the movement of their items.
     2. **Enhanced Indemnity**
        1. The Supplier shall be able to provide a full comprehensive range of enhanced indemnity levels where this is required to ensure that the high value and sensitive items can be protected from loss or damage in transit. The Buyer shall be responsible for selecting the appropriate level of indemnity for each item they issue, recognising that this may vary from item to item.
     3. **Enhanced Vehicle Security**
        1. The Supplier shall be able to provide enhanced vehicle security and shall include but not be limited to:
           1. Dual Manned;
           2. Global Positioning System (GPS) tracking;
           3. Non- Liveried Vehicles;
           4. Un-uniformed Staff.

1. **Lot 2 Secure Services Additional Requirements (Non Mandatory)**
   1. **Level 3 – Security Requirements**
      1. **High Security Vehicles**
         1. Suppliers shall be able to provide a caged area within a vehicle which shall be used for the sole purpose of the Buyers’ items
         2. The Supplier shall be aware that the Buyer may require enhanced controls in relation to the vehicles this will be defined during the Call-Off Procedure and may include but not be limited to:
            1. An armoured/bullet proof vehicle for the transportation of high value goods;
            2. Tamper evidence seals;
            3. Panic Buttons;
            4. Driver only start ignition.
      2. **Enhanced Tracking**
         1. The Supplier shall be able to provide the Buyer with enhanced tracking solutions for the transportation of high value sensitive items. The exact tracking requirements will be defined by the Buyer during the Call-Off Procedure. This may include but not be limited to:
            1. Escort Vehicles;
            2. In item tracking.
      3. **Staff Security Clearance**
         1. The Supplier shall be able to provide the Buyer with security cleared staff for the transportation of their items. The Buyer will define their requirements for personnel vetting standards during the Call-Off Procedure.
   2. **Secure Overnight Storage**
      1. The Supplier shall provide a secure compound to ensure the segregation of all sensitive documents and high value items where such items are to be secured overnight. The secure compound should have 24-hour CCTV surveillance as a minimum. The Buyer may request additional security dependent on the value of the items.
      2. The supplier shall be aware that the Buyer may require the storage to be ‘List X’. The Buyer’s exact security requirements will be defined during the Call-Off Procedure.
   3. **Mail Screening**
      1. The Supplier shall be able to offer mail screening service, which is capable of meeting the varying and often diverse requirements of the Buyers.
      2. The service should be performed in a safe and secure off-site facility prior to final delivery to the Buyer sites and location(s). This will be defined further by the Buyer during the Call-Off Procedure.
      3. The Supplier shall collect/receive all internal mail documents and parcels from mail carriers and other appropriate organisations including hand delivered items. This will be defined further by the Buyer during the Call-Off Procedure.

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| --- | --- | --- |
| **Group** | **Description** | **Includes** |
| 1 | **Discrete threat objects and bulk materials.**  Discrete threat objects and bulk materials covers items and bulk quantities of hazardous materials whose presence should be clearly discernible when mail is X-rayed, even if a large volume of mail is X-rayed at once. | * explosive and incendiary devices (improvised or of commercial or military origin); * firearms and ammunition; * knives; * blades and other sharp items, (e.g. syringe needles, broken glass); * offensive material (e.g. faeces, urine); * bulk chemicals – toxic, corrosive or otherwise harmful, including narcotics; * bulk biological materials; * bulk radiological (radioactive) materials. |
| 2 | **White Powders**  “White Powders” are often referred to in the context of mail/postal threats.  These can include hazardous chemical (including explosive or narcotic), biological or radiological materials, as well as benign materials.  Such materials may not be “white” and may not be “powders”; materials may be crystalline (e.g. sugar), oily or waxy residues, or liquids, and might be present in sufficiently small quantities as to be undetectable by typical X-ray-based screening processes. | * hazardous chemicals (explosive or narcotic) biological or radiological materials, as well as benign materials. * goods with a crystalline (e.g. sugar) oily or waxy residues or liquid in nature, * may be present in sufficiently small quantities as to be undetectable by typical X-ray-based screening processes. * may be present in small quantities, which are not identifiable via methods used in Group 1. |

* + 1. The Supplier shall comply with the British Standards Institution Mail Screening and Security Specification (PAS 97:2015), as may be amended from time to time.
    2. Suppliers shall have the Equipment and procedures in place to identify and manage the safe disposal of the hazards identified in the table below:
    3. Should canine screening be required by the Buyer, the Supplier shall provide sufficient canine resources to search all mail and parcel deliveries for identified sites, and fully comply with animal welfare legislation.
    4. The Supplier may be required to facilitate the provision of a more specialist service by Buyers. These requests will be defined by the Buyer the Call-Off Procedure.
  1. **Concierge Services and Specialist Services**
     1. The Supplier shall be required to retain the resources necessary to facilitate the provision of a more specialist service as may be requested by the Buyer from time to time, including but not limited to the provision of import/export custom clearance documents to ensure that no item is held up at customs during transit.
     2. The Supplier shall possess all relevant knowledge and experience to ensure that any International item, that may be required to be sent under special instructions and requires the Supplier to facilitate a quick passage through customs are in place, including but not limited to ensuring they have a Civil Aviation Authority Regulated Agent in place to ensure swift customs clearance of the item.
     3. The Supplier shall be able to provide an on board courier service using its own resources or those of a partner organisation(s) and deliver to addresses in the UK, Europe and Worldwide. By on board, CCS means that the item will remain in the physical possession of the delegated Supplier Personnel at all times, including but not limited to actually being accompanied on board an aeroplane. In order to facilitate such a provision, the Supplier will be required to:
        1. Handle items which will be carried on civil aircraft;
        2. Handle items for carriage from any aerodrome in United

Kingdom to a destination outside United Kingdom;

* + - 1. Handle items, which require direct and secure hand over to an aircraft operator.
  1. **Secure Bulk Delivery** 
     1. The Supplier shall be capable of collecting sensitive documents and parcels including high value items and delivering the items to the delivery address within an agreed number of days after collection.
     2. Bulk items could include, but are not limited to:
        1. Large scale distribution;
        2. Pallet deliveries;
        3. Overweight / oversized Items.
     3. The Supplier shall be able to provide an appropriate range of vehicle types and sizes to deal with the broad range of bulk item requirements of the Buyer
     4. The Supplier shall ensure that the appropriate level of resource and handling Equipment is provided to ensure the safe and effective handling of all bulk items.
  2. **Secure International Deliveries** 
     1. The Supplier must be able to offer an International courier service, which is capable of meeting the varying and often diverse requirements of Buyers. Which may include but is not limited to:
        1. The payment of local taxes and duties;
        2. The collection from courier premises.
     2. The Supplier shall be able to deliver sensitive documents and parcels including high value items to any required address, as requested by the Buyer, within Europe and Worldwide using its own resources or those of a Key Subcontractor and/or Subcontractor.
     3. The Supplier may be required to facilitate the collection of various item types from within Europe and Worldwide locations using its own resources or those Key Subcontractor and/or Subcontractor and deliver to addresses within the UK.
     4. The Supplier shall be capable of providing a range of delivery speeds for International items, including but not limited to:
        1. Priority Europe - 1 to 3 days after collection, Worldwide – 1 to 4 days after collection;
        2. Standard Europe – 2 to 4 days after collection, Worldwide – 3 to 7 days after collection.
     5. CCS will accept variants to these delivery timescales where they offer improved delivery timescales.
     6. The Supplier shall provide a comprehensive list of International destinations that are not accessible due to political unrest, pandemic, war or other events, which are outside of the control of the Supplier. This list shall be maintained over the lifetime of the Framework Agreement and updated regularly as events change.
  3. **Regional Courier Solutions** 
     1. A Regional solution by definition means that the deliveries and collections are undertaken in one region without requiring to be transported to other depots and via line hall to other parts of the country. The regions are identified below;
        1. North East
        2. North West
        3. Yorkshire and Humber
        4. East Midlands
        5. West Midlands
        6. South East
        7. South West
        8. London
        9. Northern Ireland
        10. Scotland
        11. Highlands and Islands.
        12. Isle of Man
        13. Isle of Wight
        14. Channel Islands
     2. The Supplier shall be aware that the Buyer may require a town, county solution and this will be defined during the Call-Off Procedure.
     3. The Supplier shall be able to provide a range of solutions to meet the Buyer’s regional courier requirements this will include but not be limited to:
        1. Overnight delivery;
        2. Same day delivery;
        3. Secure courier services.
     4. The Supplier shall be able to offer preferred rates to customers not needing to transport their item out of a region.
  4. **Packaging** 
     1. The Supplier shall be aware that where the Buyer has a requirement for an item to be collected from any location. This may include but not be limited to; residential business, field, and satellite locations.

* + 1. The Supplier shall be able to provide the appropriate packaging for the Buyer upon collection to enable the item to be correctly packaged by the Buyer for onward delivery. The Buyer will define these requirements during the Call-Off Procedure.
  1. **Consolidation Sites**
     1. The Supplier shall be aware that the Buyer may request items to be consolidated for onward delivery whilst using the same day service reducing mileage and creating more efficient deliveries. The Supplier shall work with the Buyer during the Call-Off Procedure to ensure that the most effective delivery processes are utilised.
  2. **Fulfilment and Storage**
     1. The Supplier shall be able to offer the Buyer a fulfilment service for short term storage. This could include storage of the following items not be limited to;
        1. IT peripherals
        2. Consumables/ packaging
        3. Equipment parts
  3. The Supplier shall be aware that the Buyer may require these to be delivered based on time critical parameters and that the delivery of these items could be to remote field locations. The exact requirements will be defined by the Buyer during the Call-Off Procedure.

1. **Lot 3 Secure Collection and Delivery of Examination and Test Papers and Materials Mandatory Requirements**
   1. **Secure Overnight Service**
      1. A secure overnight requirement means that the Supplier shall be capable of collecting sensitive documents and parcels including high value items and delivering the item to the delivery address the day after collection.
      2. The Supplier shall be capable of offering a wide range of overnight delivery speeds, including but not limited to:
         1. Before 9.00am;
         2. Before 10am;
         3. Before 12.00pm;
         4. Before 5pm.
      3. Secure collections will be required from business, residential, satellite and field locations, as required by the Buyer. All collection and delivery instructions will be defined by the Buyer during the Call-Off Procedure.
      4. Where a scheduled collection is required, the supplier shall work with the Buyer to agree a suitable collection time. The Supplier shall be required to maintain this collection time during the lifetime of the Call-Off Contract, unless a formal amendment is made in writing and mutually agreed between the Buyer and the Supplier. It is accepted that a window of +/- 15 minutes either side of this agreed collection time will be deemed acceptable.
      5. 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 appropriate collection, then these will be defined by the Buyer during the Call-Off Procedure, where the Buyer is aware that such restrictions, limitations or special requirements exist.
      6. The Supplier shall ensure that no item is left overnight in any vehicle.
      7. The Supplier shall provide a secure compound to ensure the segregation of

all sensitive documents and high value items where such items are to be secured overnight. The secure compound should have 24 hour CCTV

surveillance as a minimum. The Buyer may request additional security dependent on the value of the items and this will be defined during the Call-Off Procedure.

* 1. **Secure Same Day Service**
     1. A secure same day requirement means that the Supplier shall be capable of collecting sensitive documents and parcels including high value items and delivering the item within the same day, without the need for the item to be off loaded from the vehicle and processed through a sortation hub and/or line haul operation.
     2. CCS and Buyers accept that a same day requirement is a premium service.
     3. Where the distance between the collection point of an item and the delivery address would mean that drivers hours regulations are breached, the Supplier shall agree in advance with the Buyer a suitable solution that ensures the item is delivered on time, but does not put the Supplier at risk of committing any offences. This may include, but is not limited to:
        1. A duel manned vehicle;
        2. A change to the driver at an agreed point on the journey to the delivery destination;
        3. The item is securely transferred to a different vehicle at an agreed point on the journey to the delivery destination.
     4. The Supplier shall also ensure that there is an auditable record for chain of custody of any items that is affected by the driver’s hour’s regulations. This may include, but is not limited to:
        1. record of change of driver/vehicle;
        2. record to ensure all items of have been safely transferred to the additional vehicle (if applicable);
        3. The item is securely transferred at an approved secure site to a different vehicle for onward transportation to the delivery destination.
     5. The Supplier shall be able to provide a range of vehicle types and sizes to deal with the broad range of same day movement requirements of the Buyers
     6. As same day items are time critical, the Supplier shall be able to provide a tracking service, which as a minimum must include a web-accessible tracking service that is capable of monitoring the delivery stages of an item from the collection point to the delivery point.
     7. The Supplier shall have a process in place that is capable of notifying the Buyer immediately, should there be any change to the delivery route of the item due to unforeseen circumstances and should be able to articulate what impact, if any, this re-routing will have on the delivery time of the item.
     8. The Supplier shall be aware that due to the security requirements in relation to this lot Buyers may specify that the Supplier vehicles must not be co-loaded with any other item and the same day service must be direct from collection to delivery and have no unauthorised stops.
  2. **Delivery** 
     1. The Supplier shall be aware when undertaking delivery to assessment centres, the Supplier shall have the capability to ensure that delivery of items specified by the Buyer are delivered to all delivery addresses within a time period that has been agreed with the Buyer. This may be as small a time window as 24 hours.
     2. The Supplier shall be required to always deliver the item to the address specified on the package and is not permitted to make delivery to a different address unless agreed with the Buyer.
     3. Following each delivery attempt, the Supplier shall notify the Buyer of the success or failure of that delivery attempt within 24 hours of the delivery attempt via the communication means agreed with the Buyer.
     4. The Supplier shall be required to provide a secure location that meets the security requirements of the Buyer in which to hold items that have failed delivery and are awaiting further delivery attempts or delivery back to the specified return address.
     5. Where the Supplier has been unable to collect or deliver an item, the Supplier shall be required to notify the Buyer of the failed delivery or collection within 24 hours of the instance of failure via the communication method agreed with the Buyer.
     6. Whilst it is anticipated that the majority of item movements will be according to a pre-agreed and predicted volume forecast, the Supplier shall be required to have the capability to provide emergency same-day delivery for ad hoc items at the request of the Buyer.
  3. **Full Track and Trace**

* + 1. At all stages from collection to delivery of the item, the Supplier shall be required to provide a track and trace facility that enables the Buyer to identify and locate the position of the item in the delivery process. The Supplier may provide this track and trace facility via its website or via another medium as agreed with the Buyer.
    2. The Supplier shall provide signed and timed proof of collection and successful delivery to the Buyer that is accessible via the Supplier’s website or via another medium agreed with the Buyer.
    3. Signed proof of collection and delivery may be provided via signature on glass or via another medium as agreed with the Buyer.
    4. The Supplier shall be required to ensure that the signatory providing proof of successful delivery is either the consignee or an appropriate proxy within the boundaries that have been agreed with the Buyer.
  1. **Security** 
     1. The Supplier shall be aware that performance of these services will require delivery personnel to access educational establishments including school premises and as such the Supplier will be required to ensure that delivery personnel (including third party and sub-contractor personnel) have the required security clearance as specified by the Buyer.
     2. The Supplier shall, where requested by the Buyer, be required to make available to them the security clearance details of all personnel involved in the performance of the service of this Lot. Whilst security requirements pertinent to the requirement this will be defined during the Call-Off Procedure, the Supplier should be prepared to provide enhanced security where required by the Buyer. The Supplier shall be required to notify the Buyer immediately if any of the items appear to have been tampered with prior to the item being collected by the Supplier.
     3. The Supplier shall be required to provide secure storage space for items awaiting delivery to assessment centres that meets the security requirements of the Buyer. This may include, but is not limited to:
        1. Provision of CCTV monitoring;
        2. Restricted access via security pass;
        3. Provision of security personnel;
        4. A segregated secure area, solely for the use of examination and test papers and materials
     4. The Supplier shall be required to ensure that all vehicles engaged in the collection or delivery of the items remains locked at all times and is at no point left unattended whilst items are inside.
  2. **Bulk Deliveries**
     1. The Supplier shall be required to have capability to provide bulk collection and delivery services to addresses, sites, secure sites and secure facilities /repositories for items of various sizes and weights as specified by the Buyer either as part of the pre forecast information or as defined by the Buyer during the Call-Off procedure.
     2. Bulk items could include, but are not limited to:
        1. Large scale distribution;
        2. Pallet deliveries;
        3. Crates
        4. Overweight / oversized Items.
     3. The Supplier shall be required to provide suitable vehicles for the successful movement of bulk items in accordance with agreed volume forecast or as defined by the Buyer during the Call-Off Procedure.
     4. The Supplier shall ensure that the appropriate level of resource and handling Equipment is provided to ensure the safe and effective handling of all bulk items.
  3. **Fulfilment** 
     1. The Supplier shall be required to collaborate with third party service providers to the Buyer where specified by the Buyer. Third party service providers may include but are not limited to:
        1. Fulfilment/collation houses.
     2. The Supplier shall be required to arrange with the fulfilment house/collation

provider the best item sizes to best facilitate efficient delivery

through the Supplier’s courier network to the intended delivery addresses.

* 1. **Volume Forecasting**
     1. Where volume forecasting is provided the Buyer will provide the Supplier with final anticipated item volumes at least one (1) week prior to collection and deliver requirements.
     2. The Supplier shall be required to ensure that it has an appropriate number of available and suitable vehicles to perform the delivery of the agreed item volumes specified by the Buyer. Whilst volumes will be predicted as accurately as possible, the Supplier should ensure that tolerances are agreed with the Buyer to ensure that suitable numbers of additional vehicles can be deployed to provide collection and delivery services if volumes are exceeded within the agreed tolerances.
  2. **Identification** 
     1. The Supplier shall be able to provide to the Buyer the facility to assign unique item numbers for each item being transported to ensure that items can be identified and tracked effectively. This will be defined by the Buyer during the Call-Off Procedure.
     2. The Supplier shall collaborate with the Buyer to coordinate and conduct quality assurance testing to ensure that item labelling has been designed, produced and deployed to the necessary standard needed to satisfy the specified requirements of the Buyer. Checks may include but are not limited to:
        1. Ensuring that wording on all labels is legible and complete (missing no parts of the delivery or return address);
        2. Ensuring that any barcoding or indicia has been correctly applied and is functioning correctly;
        3. Ensuring that item numbers are unique and have not been duplicated;
        4. Ensuring that labels have been produced for all specified

examinations and assessment centres hosting those examinations;

* + - 1. Ensuring that all labelling is produced on stationery that has been agreed with the Buyer and reaches the required standard specified by the contract KPIs.
    1. The Supplier shall be aware they maybe required to collaborate with the Buyer to ensure the accuracy and quality assurance of the Buyer’ address database. This will be defined by the Buyer during the Call-Off Procedure and this may include, but is not limited to:
       1. Ensuring that all postcodes provided by the Buyer are valid;
       2. Ensuring that no postcodes provided by the Buyer have been duplicated.

1. **Lot 3 Secure Collection and Delivery of Examination and Test Papers and Materials Non - Mandatory Requirements**
   1. **International Deliveries**
      1. The Supplier must be able to offer an International Courier service, which is capable of meeting the varying and often diverse requirements of Buyers. Which may include but is not limited to;
         1. The payment of local taxes and duties
         2. The collection from courier premises.
      2. The Supplier must be able to deliver secure items to any required address, as requested by the Buyer, within Europe and Worldwide using its own resources or those of a Key Subcontractor and/or Subcontractor.
      3. In addition, the Supplier may be required to facilitate the collection of various item types from within Europe and Worldwide locations using its own resources or those of a Key Subcontractor and/or Subcontractor and deliver to addresses within the UK. Suppliers shall be aware that this may include the service of a freight forwarder.
      4. 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 services of the Call-Off Agreement, the Buyer shall notify of any such restrictions, limitations or special requirements during the Call-Off Procedure.
      5. The Supplier shall be capable of providing a range of delivery speeds for International items, including but not limited to:
         1. Europe - 1 to 3 days after collection;
         2. Worldwide – 1 to 4 days after collection.
      6. CCS shall accept variants to these delivery timescales where they offer improved value and delivery times
      7. The Supplier shall provide a comprehensive list of International destinations that are not accessible due to political unrest, pandemic, war or other events, which are outside of the control of the Supplier. This list shall be maintained over the lifetime of the Framework Agreement and updated regularly as events change.
   2. **Helpdesk** 
      1. The Supplier shall be aware that they maybe required to provide an online system via which the Buyer can arrange collections and deliveries. The Buyer will define their requirements during the Call-Off Procedure.
      2. The helpdesk staff may need to be trained in the following including but not limited to:
         1. Data Protection Act;
         2. Client security standards as they apply to the contractor;
         3. Importance of data handling to the client;
         4. Procedural Issues including, but not limited to:
         5. Examination Office call handling;
         6. Security incidents and reporting;
         7. Confidentiality.
2. **Lot 4 Managed Service for Specialist Courier Services – Mandatory Requirements**
   1. **Regulatory Requirements for Class 6.2 Infectious Substances (Category A and Category B), Non-Infectious Substances, Biological Substances, Blood and Tissue**
      1. The Supplier shall ensure that they hold and possess any relevant certifications to transport infectious substances and comply with all regulation.
      2. The Supplier shall be aware that if the Subcontractor is transporting controlled drugs and infectious substances, then the Subcontractor must hold the relevant licences and comply with all regulation
      3. The Supplier shall fully comply at all times with all current and any future legislation and regulations governing the packaging, handling and transportation of High Consequence Dangerous Goods (including Category A Infectious Substances).
      4. The Supplier shall ensure that the quantities of High Consequence Dangerous Goods (including Category A Infectious Substances) carried shall not exceed the limits specified in ADR 2019 and any subsequent amendments of legislative changes throughout the lifetime of this Framework Agreement and any Call-Off Contract(s).
      5. The Supplier shall ensure that any significant incidents or accidents that occur must be reported to the Buyer along with the reporting of incidents to the relevant competent transport authorities, the necessary health authorities and any regulatory bodies immediately.
   2. **Regulatory Requirements for the Transportation of Controlled Drugs and Pharmaceuticals**
      1. The Supplier shall ensure that they hold and possess any relevant certifications to transport infectious substances and comply with all regulation.
      2. The Supplier shall be aware that if Key Subcontractor and /or Subcontractor is transporting controlled drugs and infectious substances, then the Key Subcontractor and/or Subcontractor must hold the relevant licences and comply with all regulations.
      3. The Supplier shall fully comply at all times with all current legislation and regulations governing the packaging, handling and transportation of Pharmaceuticals and Controlled Drugs.
      4. The Supplier shall be aware that any loss and theft of Controlled Drugs and precursor drugs should be immediately reported to the Home Office Drugs Licensing Unit and the local Police Force. The Supplier shall also inform the Buyer.
   3. **Security Requirements** 
      1. The Supplier shall be aware that all vehicle crew shall be issued with comprehensive instructions to deal with routine and emergency situations that may occur during and in transit by road as outlined in ADR 2019.
      2. The Supplier shall have a process in place that is capable of notifying the Buyer immediately, should there be any change to the delivery route of the item due to unforeseen circumstances and should be able to articulate what impact, if any, this re-routing will have on the delivery time of the item.
      3. The Supplier shall ensure that all personnel engaged in the carriage of dangerous goods by road shall consider the security requirements set out in ADR 2019 commensurate with their responsibilities. This also includes any future updates and/ or amendments to the regulations and legislation.
      4. The Supplier shall ensure that if the goods and/or load is to be stored overnight, the Supplier must provide suitable security for the goods and/or load in a secure compound, warehouse or facility including CCTV and complies with all regulatory requirements.
      5. The Supplier shall comply with the Home Office Guidance 2020 for the safe custody of controlled drugs and drug precursors in transit. See link below:

[www.gov.uk/government/publications/transporting-controlled-drugs-guidance-on-security-measures](http://www.gov.uk/government/publications/transporting-controlled-drugs-guidance-on-security-measures)

* + 1. The Supplier shall have Standard Operating Procedures (SOP) in place and that all employees are issued with comprehensive instructions on how they deal with routine and emergency situations.
    2. The Supplier shall be required to ensure that additional security is allocated where items represent a higher risk during the collection and delivery. If the Supplier is aware that there is a particular reason why the delivery represents a higher risk (e.g. the item is particularly large, the controlled drugs being transported are at particular risk of diversion, there are complicated shipment requirements which might leave the vehicle vulnerable), parties involved in the transportation should consider additional measures to ensure the security of the shipment.
    3. All road vehicles carrying controlled drugs and drug precursors should be in good repair and maintained in accordance with the manufacturer's recommendations.
    4. The Supplier shall ensure that all vehicles are fitted with effective locking systems and ensure that vehicles fitted with anti-theft devices appropriate for the levels of risk of the item and/or goods carried.
  1. **Training Requirements**
     1. The Supplier shall have a Dangerous Goods Safety Adviser (DGSA) who are employed in their organisation or have access to a qualified professional DGSA and can confirm that they have access to a qualified DGSA professional as part of their solution.
     2. The Supplier shall ensure that all vehicle crew employed have undergone the appropriate training and awareness (or are trained and qualified) in the transportation and Carriage of Dangerous Goods (ADR 2019).
     3. The Supplier shall all ensure that any initial training completed by personnel shall be periodically supplemented with refresher training. This is to ensure personnel are up to date with all current ADR 2019 and Health & Safety legislative requirements.
     4. The Supplier also must be able to provide the appropriate evidence of training e.g. trained in refrigerant packaging or dry ice.
     5. The Supplier shall ensure that all vehicle crew employed have undergone the appropriate training and awareness (to trained and qualified) in the transportation of Controlled and precursor drugs.
  2. **Transport Requirements**
     1. Suppliers shall be required to ensure their vehicles or vehicles used in the delivery and performance of this Framework Agreement comply with the relevant transport regulations.
     2. The Supplier shall ensure that they can provide a variety of roadworthy vehicles types and sizes to provide the security and safety requirements in Lot 5 using its own resources or those of a partner organisation(s). Examples of vehicles that may be required, but not limited to:
        1. Vehicles with Global Positioning System (GPS);
        2. Temperature controlled vehicles;
        3. Vehicles with a tail lift;
        4. Vehicles fitted with anti-theft devices.
        5. The Supplier shall comply with all vehicle requirements as Carriage of controlled drugs.
  3. **Collection**
     1. The Supplier shall be aware that all items during transportation must be kept free from contamination and carried in a safe and secure manner to prevent accidental damage/loss.
     2. The Supplier shall be aware and able to provide the resource to enable them to load and unload items on/off to the vehicles.
     3. The Supplier shall ensure all items and goods are securely loaded and arrive at their destination undamaged with any original seals and packaging intact and in the same condition as they were collected and loaded.
     4. Suppliers should immediately address badly packed or incorrectly packaged items with the Buyer.
     5. In addition, the Supplier may be required to collect or deliver various

consignment types from within Europe and International locations as required by the Buyer this may include the service of a freight forwarder

* 1. **Same Day Deliveries**
     1. By definition, a same day requirement means that the Supplier shall be capable of collecting an item and delivering the item within the same day, without the need for the item to be off loaded from the vehicle and processed through a sortation hub and/or line haul operation.
     2. CCS and Buyers accept that a same day requirement is a premium service.
     3. Where the distance between the collection point of an item and the delivery address would mean that drivers hours regulations are breached, the Supplier shall agree in advance with Buyer a suitable solution that ensures the item is delivered on time, but does not put the Supplier at risk of committing any offences. This may include, but is not limited to:
        1. A dual manned vehicle;
        2. A change to the driver at an agreed point on the journey to the delivery destination;
        3. The item is securely transferred to a different vehicle at an agreed point on the journey to the delivery destination.
     4. The Supplier shall also ensure that there is an auditable record for chain of custody of any items that is affected by the driver’s hour’s regulations. This may include, but is not limited to:
        1. record of change of driver/vehicle;
        2. record to ensure all items of have been safely transferred to the additional vehicle (if applicable);
        3. The item is securely transferred at an approved secure site to a different vehicle for onward transportation to the delivery destination.
     5. The Supplier shall be able to provide a range of indemnity levels to the Buyer, this may include enhanced indemnity if required. The Buyer shall be responsible for selecting the appropriate level of indemnity for each item.
  2. **Overnight Deliveries**
     1. By definition, an overnight service means that the Supplier shall be capable of collecting an item and delivering the item to the delivery address the day after collection.
     2. The Supplier shall be capable of offering a wide range of overnight delivery speeds, including but not limited to:
        1. Before 9.00am;
        2. Before 10.00am
        3. Before 12.00pm;
        4. Before 5.00pm.
     3. The Supplier shall be able to provide a range of indemnity levels to the Buyer, this may include enhanced indemnity if required. The Buyer shall be responsible for selecting the appropriate level of indemnity for each item.
     4. Deliveries and collections will be required from business, residential, satellite and field locations, as required by the Buyer. All collection and delivery instructions will be defined by the Buyer during the Call-Off Procedure.
  3. **Track and Trace Facility**
     1. The Supplier will provide a full track and trace solution for all items which includes but not be limited to:
        1. End to end tracking including near real time tracking (including barcoding) electronic accessible tracking service that is capable of monitoring the delivery stages of an item from the collection point to the delivery point;
        2. This must also be accessible by the Buyer; Consignee (named individual) only, to provide signed proof of delivery at point of both collection and delivery.
     2. The Supplier must be able to provide a booking system, which is available to the Buyer.
     3. The booking system facility must be available to the Buyer 24 hours a day, 7 days a week.
     4. The Supplier must be able to provide a secure Proof of Collection which may include consignor (named individual) only notification to the Buyer to confirm collection of the item. The notification shall comply with the appropriate regulations as, defined in ADR 2019.
     5. Additional levels of detail required for proof of collection shall be defined and agreed during the Call-Off Procedure by the Buyer and comply with all legislative requirements.
  4. **Packaging**

11.10.1 The Supplier shall ensure that all goods collected are visibly packaged

correctly by the Buyer before they accept for carriage and that the packaging

is compliant with all regulatory requirements depending on the mode of

transport.

11.10.2 The Supplier shall ensure that all packaging also complies with IATA

regulations if there is a requirement for transportation by air.

11.10.3 All Packaging (other than for limited and excepted quantities) has to be

designed and constructed to UN specification standards and must pass practical transport related tests such as being dropped, held in a stack and subjected to pressure demands. It must also meet the needs of the substance it is to contain. A national competent authority must certify packaging.

11.10.4 Where applicable, the Supplier shall adhere to United Kingdom, EU

legislation for the disposal of packaging.

11.10.5 The Supplier shall ensure all items are securely loaded and arrive at their

destination undamaged with any original seals and packaging intact and in the same condition as they were collected and loaded.

11.10.6 The Supplier shall be aware that the regulations for the transport of High

consequence Dangerous Goods (including Category A Infectious

Substances and Category B Infectious Substances) are prescriptive to meet

international requirements that enable transport of packages across

international borders and the Supplier shall be aware that this may include

the service of a freight forwarder.

11.10.7 The quantities of High Consequence Dangerous Goods (including

Category A Infectious Substances and Category B Infectious Substances)

shall not exceed the limits specified in ADR 2019 and any subsequent

amendments of legislative changes throughout the lifetime of this Framework

Agreement and any Call-Off Contract(s).

11.10.8 The exact type of item of High Consequence Dangerous Goods will be

further defined by the Buyer during the Call-Off Procedure

11.10.9 Specific details on the packaging requirements and specifications are

available from the Department for Transport (DfT) and ADR 2019

governing the packaging, handling and transportation of Infectious Substances.

11.10.10 For the transportation of controlled drugs and pharmaceuticals the

Supplier shall ensure all items are securely loaded and arrive at their

destination undamaged with any original seals and packaging intact.

11.10.11 The Supplier shall be aware that there may also be a requirement for

dry ice packaging for certain items.

1. **Lot 4 Managed Service for Specialist Courier Services – Additional Requirements (Non Mandatory)**
   1. **Movement of Radioactive UN Class 7**
      1. The Supplier shall be able to provide a service for the collection and delivery of Radioactive UN Class 7.
      2. **Regulatory Requirements**
         1. The Supplier shall fully comply at all times with all current legislation and regulations governing the collection, delivery transportation, packaging and handling of UN Class 7 Radioactive Materials
         2. The Supplier shall comply with all Audit and Inspection programmes requested and conducted by the Office for Nuclear Regulations (ONR).
         3. The Supplier shall ensure that all items have been packed, labelled and declared according with the IATA Dangerous Goods Regulations (DGR).
         4. The Supplier shall ensure that all documentation required for the shipping of HCDG by air complies with IATA and ICAO Regulations is completed.
         5. The Supplier shall ensure that all packaging, documentation and labelling for HCDG meet the requirements of all current and future amendments of ADR 2019.
         6. The Supplier must comply with the Ionising Radiations Regulations 1999 (IRR99) in terms of their duty of care to their employees.
      3. **Security and Safety Requirements**
         1. The Supplier shall be aware that before the carriage of any Class 7 dangerous goods into, or within, GB the consignor and carrier must ensure that there are written arrangements in place to deal with a radiological emergency. These arrangements are in addition to the Instructions in Writing required by ADR 2019. Details are contained in the link below.

<http://www.onr.org.uk/transport/emergency-planning-notification-class-7.pdf>

* + - 1. The Supplier shall ensure that any significant incidents or accidents that occur must be reported to the Buyer and any regulatory bodies immediately.
      2. The Supplier shall have a process in place that is capable of notifying the Buyer immediately, should there be any change to the delivery route of the item due to unforeseen circumstances and should be able to articulate what impact, if any, this re-routing will have on the delivery time of the item.
      3. The Supplier shall ensure security on all aspects of the services is commensurate with the value of the item being transported and stored overnight.
      4. The Supplier shall comply with all Audit and Inspection programmes requested and conducted by the Office for Nuclear Regulations (ONR).
    1. **Transport**
       1. The Supplier shall also ensure that they comply with the Regulations for the safe Transport of Radioactive Material guide

https://www-pub.iaea.org/MTCD/Publications/PDF/PUB1798\_web.pdf

* + - 1. There will be a requirement for Suppliers to supply vehicles that are fitted with Global Positioning Systems (GPS).
      2. The Supplier will be required to meet all current and future regulations and legislation regarding the transport and safety requirements for the collection and delivery of Radioactive Materials and Articles.
  1. **Secure International Deliveries**
     1. The Supplier must be able to offer an International Courier service, which is capable of meeting the varying and often diverse requirements of Buyers.
     2. The Supplier must be able to deliver secure items to any required address, as requested by the Buyer, within Europe and Worldwide using its own resources or those of a Key Subcontractor and/or Subcontractor.
     3. In addition, the Supplier may be required to facilitate the collection of various item types from within Europe and Worldwide locations using its own resources or those of a Key Subcontractor and/or Subcontractor and deliver to addresses within the UK. Suppliers shall be aware that this may include the service of a freight forwarder.
     4. 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 services of the Call-Off Agreement, the Buyer shall notify of any such restrictions, limitations or special requirements during the Call-Off Procedure.
     5. The Supplier shall be capable of providing a range of delivery speeds for international items, including but not limited to:
        1. Europe - 1 to 3 days after collection.
        2. Worldwide - 1 to 4 days after collection;
     6. CCS shall accept variants to these delivery timescales where they offer improved value and delivery times.
     7. The Supplier shall comply at all times with all ADR 2019 and International transport regulations if they are transporting dangerous items.
     8. The Supplier shall provide a comprehensive list of International destinations that are not accessible due to political unrest, pandemic, war or other events, which are outside of the control of the Supplier. This list shall be maintained over the lifetime of the Framework Agreement and updated regularly as events change.
  2. **Bulk Delivery**
     1. The Supplier shall be capable of collecting large, bulk items and delivering the items to the delivery address within an agreed number of days after collection.
     2. Bulk items could include, but are not limited to:
        1. Large Scale Distribution;
        2. Pallet Deliveries;
        3. Overweight / Oversized Items.
     3. The Supplier must be able to provide an appropriate range of vehicle types and sizes to deal with the broad range of bulk items requirements of the Buyers.
     4. The Supplier must ensure that the appropriate level of resource and handling equipment is provided to ensure the safe and effective handling of all bulk items.
     5. The Supplier shall be able to provide a range of indemnity levels to the Buyer at Call-Off Procedure; this may include enhanced indemnity if required. The Buyer will be responsible for selecting the appropriate level of indemnity for each item.
  3. **Transportation of Equipment**
     1. The Supplier shall be aware that Buyer may have a requirement for the transportation of medical equipment. This may include but not be limited to and will be defined during the Call-Off Procedure;
        1. Surgical equipment for sterilisation and cleaning;
        2. Medical Equipment for home delivery.
        3. Medical Equipment transportation between locations.
  4. **Training**
     1. The Supplier may be required to provide training to the Buyer or undertake training provided by the Buyer in the handling of Infectious substances e.g. UN Class 6.2 Category A and Category B, human tissue, biological specimens, refrigerant packaging etc.
  5. **Packaging**
     1. The Supplier shall be aware that there may be a requirement to provide appropriate reusable packaging and barcoded labels to the Buyer if required e.g. - which complies with Category B – UN3373 criteria.
     2. The Supplier shall be aware that there may be a requirement for the collection and delivery of empty packaging for re-use.
     3. The Supplier shall be aware there maybe a requirement for appropriate packaging to be provided to the Buyer on collection of the items to ensure that these can be delivered safely.
     4. The Buyer will define their packaging requirement during the Call-Off procedure.
  6. **Destruction/Disposal**
     1. The Supplier shall be able to collect items at any sites and/or locations as requested by the Buyer and arrange for their safe destruction or disposal on behalf of the Buyer.
     2. The Supplier shall be aware that the items that are collected from the Buyer may vary in:
        1. Size;
        2. Quantity;
     3. May be packaged, boxed and/or palletised but must not leave the site if they are unsuitable for onward transport and destruction/disposal.
     4. The Supplier shall be responsible for informing the Buyer of any problems that occur in order for the Buyer to advise of the appropriate action to be taken in order to resolve the situation.
     5. The Supplier will be responsible for ensuring that the items are destroyed/disposed of in a legally compliant manner at a site that is suitably licensed for the type of item presented. The destruction/disposal facility (e.g. incinerator) must be compliant to and hold the relevant permits.
     6. The Supplier shall be aware that certain items may require a representative of the Buyer to be present during the destruction/disposal.
     7. The Buyer may require photographic or video evidence of the destruction/disposal of the item.
     8. The Supplier shall provide a certificate of destruction to the Buyer for all items that have been destroyed, this will be defined further by the Buyer during Call-Off Procedure.
     9. The Buyer will require the Supplier to provide item notes or waste transfer notes, as appropriate dependent on the waste category of the item(s).

12.7.10 The Supplier is to comply with the statutory requirements of Duty of Care

for the relevant country that the waste is produced, carried, stored, treated or disposed.

12.7.11 The Supplier shall be required to provide the Buyer with a complete and

documented audit trail from beginning of contract to final disposal and any

agreed processes following disposal for the destruction/disposal including

volumes and hazard group as appropriate.

* 1. **Storage and Fulfilment**
     1. The Supplier shall ensure that they comply with all regulations and guidelines for the storage of Controlled Drugs and Precursor Drugs if the items(s) are to be stored overnight for any reason**.**
     2. The Supplier shall ensure that if the goods and/or load is to be stored overnight, the Supplier must provide suitable security for the goods and/or load in a secure compound, warehouse or facility including monitoring by CCTV.
     3. The Supplier shall be aware that there may be a requirement for the short term storage for equipment and consumables and components and any storage requirements will be defined by the Buyer during the Call-Off Procedure.
     4. The Supplier may be required to pick, pack and transport goods for onward delivery to the Buyer. The Buyer will define their exact requirements during the Call-Off Procedure.
     5. Temporary storage during carriage of Class 7 radioactive materials. Areas used for temporary storage of radioactive material shall be properly secured, well-lit and, where possible and appropriate, not accessible to the general public (ADR 2019 refers). All relevant areas should be subject to a security risk assessment to establish what measures are required to prevent unauthorised access and action taken accordingly to reduce identified risks.
  2. **Regional Courier Solutions** 
     1. A Regional solution by definition means that the deliveries and collections are undertaken in one region without requiring to be transported to other depots and via line hall to other parts of the country. The regions are identified below;
        1. North East
        2. North West
        3. Yorkshire and Humber
        4. East Midlands
        5. West Midlands
        6. South East
        7. South West
        8. London
        9. Northern Ireland
        10. Scotland
        11. Highlands and Islands.
        12. Isle of Man
        13. Channel Islands
     2. The Supplier shall be aware that the Buyer may require a town, county solution and this will be defined during the Call-Off Procedure.
     3. The Supplier shall be able to provide a range of solutions to meet the Buyer’s regional courier requirements this will include but not be limited to;
        1. Overnight delivery
        2. Same day delivery
     4. The supplier shall be able to offer preferred rates to customers not needing to transport their items out of a region.
  3. **Consolidation Sites**

12.10.1The Supplier shall be aware that the Buyer may request for items to be

consolidated for onward delivery whilst using the same day service reducing mileage and creating more efficient deliveries. The Supplier shall work with the Buyer during the Call-Off Procedure to ensure that the most effective delivery processes are utilised.

1. **Lot 5 Managed Service for Explosive Substances (Class1), Firearms, Weapons Mandatory Requirements**
   1. **Regulatory Requirements**
      1. The Supplier shall ensure that they hold all the relevant licence (s) to be able to provide the services in Lot 5.
      2. The Supplier shall fully comply at all times with all current legislation and regulations governing the packaging, handling and transportation of UN Class 1 Explosive Substances and articles division
      3. The Supplier shall be aware that if they are carrying ammunition or firearms that they will require to have:
         1. Explosive certificate;
         2. Section 5 Firearm Licence issued by the Home Office. This is a legal requirement for the transportation, storage and handling of Firearms under the Firearms Act 1968.
   2. **Security Requirements**
      1. The Supplier shall be aware that all vehicle crew shall be issued with comprehensive instructions to deal with routine and emergency situations as that occur during and in transit.
      2. The Supplier shall be aware that any person who acquires possession of, keeps, loads, unloads or transports any relevant explosive or is the occupier of a place where it is loaded or unloaded while on a journey must ensure that the reporting of any loss of any relevant explosive is reported immediately to:
         1. To the chief officer of police for the police area in which the loss occurs; or
         2. If it is not known where the loss occurred, to the chief officer of police for the police area in which the loss is discovered; or
         3. If the loss occurs or is discovered outside Great Britain, to any chief officer of police.
         4. The Supplier shall be aware that when carrying ammunition that the vehicle is accompanied by an escort vehicle.
      3. The Supplier shall ensure that if the item is to be stored overnight, the Supplier must provide:
         1. Licenced storage facility;
         2. Suitable security for the goods and/or load in a secure compound, warehouse or facility including CCTV and which complies with all regulatory requirements;
         3. Required to have an explosive licence if any explosives are to be stored.
      4. The Supplier shall be aware that temporary storage areas used during carriage of Dangerous and Hazardous Goods shall be appropriately secured, well-lit and not accessible to the general public as detailed in ADR 2019 and also refers. ‘Security Guidance on the Carriage of Dangerous Goods by Road and Rail’, which is available on the Department for Transport website. This document contains security guidance and measures for the transport of all other classes of dangerous goods.

<https://www.gov.uk/government/publications/security-requirements-for-moving-dangerous-goods-by-road-and-rail>

* + 1. The Supplier shall be aware that they may only store explosives where a valid licence for their storage is in place and complies with the conditions of that licence.

[www.legislation.gov.uk/uksi/2016/315/contents/made](http://www.legislation.gov.uk/uksi/2016/315/contents/made)

* + 1. The Supplier shall ensure that all personnel engaged in the carriage of Dangerous Goods by road shall comply with the security requirements set ADR 2019 commensurate with their responsibilities. This also includes any future updates and/ or amendments to the regulations and legislation.
    2. The Supplier shall have a process in place that is capable of notifying the Buyer immediately, should there be any change to the delivery route of the item due to unforeseen circumstances and should be able to articulate what impact, if any, this re-routing will have on the delivery time of the item.
    3. The Supplier shall ensure that all personnel engaged in the carriage of Dangerous and Hazardous Goods by road shall comply with the safety requirements set out in ADR 2019.
    4. The Supplier shall ensure that they have a documented security plan in place (that shall adopt, implement and comply with a security plan that addresses at least the element set out in ADR 2019) in compliance with current regulations and any future ADR 2019 amendments for the lifetime of this Framework Agreement and any Call-Off Contract(s).
  1. **Training Requirements**
     1. The Supplier shall have a Dangerous Goods Safety Adviser (DGSA) who are employed in their organisation or have access to a qualified professional DGSA and can confirm that they have access to a qualified DGSA professional as part of their solution.
     2. The Supplier shall ensure that all vehicle crew employed have undergone the appropriate training and awareness (or are trained and qualified) in the transportation and Carriage of Dangerous Goods (ADR 2019).
     3. The Supplier shall all ensure that any initial training completed by personnel shall be periodically supplemented with refresher training. This is to ensure personnel are up to date with all current ADR 2019 and Health & Safety legislative requirements.
  2. **Transport Requirements**
     1. The Supplier shall ensure that they can provide a variety of roadworthy vehicles types and sizes to provide the security and safety requirements in Lot 5 using its own resources or those of a partner organisation(s). Examples of vehicles that may be required, but not limited to:
        1. Vehicles fitted with Global Positioning Systems (GPS);
        2. Vehicles fitted with fitted with security boxes/cages;
        3. Lockable Steel Cages–secured through padlocks / chains and straps;
        4. Secure gun crates, which are sealed to form an evidence chain;
        5. Vehicle fitted with immobiliser and alarm;
        6. Temperature controlled vehicles;
        7. The Supplier shall comply with all vehicle requirements as described in ADR 2019 for the Carriage on UN Class 1.
     2. Where a scheduled collection is required, the Supplier will work with the Buyer to agree a suitable collection time. The Supplier will be required to maintain this collection time during the lifetime of the Call-Off Contract, unless a formal amendment is made in writing and mutually agreed between Buyer and the Supplier.
  3. **Delivery** 
     1. The Supplier must be able to deliver items to any required address, site and location as requested by the Buyer within the UK using its own resources or those of a Key Subcontractor and/or Subcontractor.
     2. In addition, the Supplier may be required to facilitate the collection of various item types from within Europe and International locations using its own resources or those of a Key Subcontractor and/or Subcontractor and deliver to addresses within the UK.
  4. **Same Day Deliveries**
     1. By definition, a same day requirement means that the Supplier shall be capable of collecting an item and delivering the item within the same day, without the need for the item to be off loaded from the vehicle.
     2. CCS and Buyers accept that a same day requirement is a premium service.
     3. Where the distance between the collection point of an item and the delivery address would mean that drivers hours regulations are breached, the Supplier shall agree in advance with the Buyer a suitable solution that ensures the item is delivered on time, but does not put the Supplier at risk of committing any offences. This may include, but is not limited to:
        1. A dual manned vehicle;
        2. A change to the driver at an agreed point on the journey to the delivery destination.
  5. **Overnight Deliveries**
     1. By definition, an overnight secure requirement means that the Supplier shall be capable of collecting an item and delivering the item to the delivery address the day after collection**.**
     2. The Supplier shall be capable of offering a wide range of overnight delivery speeds, including but not limited to:
        1. Before 9.00am;
        2. Before 10.00am;
        3. Before 12.00pm;
        4. Before 5.00pm.
     3. The Supplier shall ensure that if the item is to be stored overnight they must comply with all regulatory requirements and hold an explosive licence. The Supplier must provide suitable security for the item in a secure facility. This shall be agreed with the Buyer and also subject to the Buyer’s security policy. This will be further defined by the Buyer during the Call-Off-Procedure.
  6. **Full Track and Trace** 
     1. The Supplier will provide a full track and trace solution for all items. This should include but not be limited to:
        1. End to end tracking including real time tracking, electronic accessible tracking service that is capable of monitoring the delivery stages of an item from the collection point to the delivery point;
        2. Consignee (named individual) only signed proof of delivery at point of both collection and delivery.
     2. The Supplier must be able to provide a secure Proof of Delivery, which may include consignee (named individual) only notification, to the Buyer to confirm delivery of the item, which shall comply with the appropriate regulations.
     3. The booking system facility must be available to the Buyer 24 hours a day,

7 days a week.

* + 1. Additional levels of detail required for Proof of Delivery shall be defined and agreed during the Call-Off Procedure by the Buyer and comply with all legislative requirements.
    2. The Supplier shall also comply with all regulatory requirements for traceability of UN Class 1.
  1. **Packaging**
     1. The Supplier shall ensure that all goods collected are visibly packaged correctly by the Buyer before they accept for carriage and that the packaging is compliant with all regulatory requirements depending on the mode of transport e.g. by road ADR 2019.
     2. The Supplier shall also ensure uniform and consistent packaging that is fully compliant with the regulations and legislation governing the packaging, handling and transportation of Explosive Substances and articles as defined in ADR 2019.
     3. The Supplier shall comply with the current and any future amendments, regulations and legislation of ADR 2019.
     4. The quantities of Explosive Substances and articles shall not exceed the limits specified in ADR 2019 and any subsequent amendments of legislative changes throughout the lifetime of this Framework Agreement and any Call-Off Contract(s).
     5. The Supplier shall be aware that there may be a requirement for packaging to be provided for the transportation of items and this will be defined by the Buyer during the Call-Off Procedure.
  2. **Destruction/Disposal**

13.10.1 The Supplier shall be aware that if they are disposing of firearms they must hold a disposals licence and comply with all the legislation

13.10.2 The Supplier shall be able to collect items at any sites and/or locations as

requested by the Buyer and arrange for their safe destruction or disposal on behalf of the Buyer

13.10.3 The Supplier shall be aware that the items that are collected from Buyer

may vary in:

13.10.2.1 Size;

13.10.2.2 Quality

13.10.4 May be packaged, boxed and/or palletised but must not leave the site if

they are unsuitable for onward transport and destruction/disposal. The Supplier shall be responsible for informing the Buyer of any problems that occur in order for the Buyer to advise of the appropriate action to be taken in order to resolve the situation.

13.10.4 The Supplier will be responsible for ensuring that the items are

destroyed/disposed of item presented. The destruction/disposal facility (e.g. incinerator) must be compliant to and hold the relevant permits.

13.10.5 The Supplier shall be aware that certain items may require a representative

of the Buyer to be present during the destruction/disposal.

13.10.6 The Buyer may require photographic or video evidence of the destruction/disposal of the item.

13.10.7 The Buyer will require the Supplier to provide item notes or waste transfer

notes, as appropriate, dependent on the waste category of the item(s).

13.10.8 The Supplier is to comply with the statutory requirements of Duty of Care

for the relevant country that the waste is produced, carried, stored, treat or

disposed.

13.10.9 The Supplier shall be required to provide the Buyer with a complete and

documented audit trail from cradle to grave for the destruction/disposal including volumes and hazard group as appropriate.

13.10.10 The Supplier shall be aware that if they are responsible for the

destruction of firearms and controlled drugs they must hold the relevant licences and comply with relevant legislation relating to these items

1. **Lot 5 Managed Service for Explosive Substances (Class 1), Firearms and Weapons Additional Requirements (Non Mandatory)**
   1. **International Deliveries**
      1. The Supplier must be able to offer an International courier service, which is capable of meeting the varying and often diverse requirements of Buyers.
      2. For the provision of this service, the Supplier must be able to collect and deliver items to any required address(s), sites and/or location(s), as requested by the Buyer, within Europe and Worldwide using its own resources or those of a Key Subcontractor and /or Subcontractor
      3. In addition, the Supplier may be required to facilitate the collection of various item types from within Europe and Worldwide locations using its own resources or those of a Key Subcontractor and/or Subcontractor and deliver to addresses within the UK. Suppliers shall be aware that this may include the service of a freight forwarder.
      4. The Supplier shall be aware that the regulations for the transport of Explosive Substances and articles are prescriptive to meet International service requirements that enable transport of packages across International borders.
      5. The Supplier shall comply at all times with all ADR 2019 and International transport regulations if they are transporting dangerous items.
      6. The Supplier shall provide a comprehensive list of International destinations that are not accessible due to political unrest, pandemic, war or other events, which are outside of the control of the Supplier. This list shall be maintained over the lifetime of the Framework Agreement and updated regularly as events change.
      7. The Buyer will define their exact requirements for their International movements during the Call- Off Procedure
   2. **Bulk Deliveries** 
      1. The Supplier shall be capable of collecting large, bulk items and delivering the items to the delivery address within an agreed number of days after collection.
      2. Bulk items could include, but are not limited to:
         1. Large Scale Distribution;
         2. Pallet Deliveries;
         3. Overweight/Oversized Items.
      3. The Supplier must be able to provide an appropriate range of vehicle types and sizes to deal with the broad range of bulk item requirements of the Buyers.
      4. The Supplier must ensure that the appropriate level of resource and handling equipment is provided to ensure the safe and effective handling of all bulk items.
   3. **Controlled Illegal and Pharmaceutical Drugs** 
      1. The Supplier shall be aware that if they are transporting controlled, illegal and pharmaceutical drugs including precursor drugs that they must conform to all regulations at all times and hold all relevant licences.
      2. The Supplier shall be able to collect controlled and illegal drugs from any named location as requested by the Buyer and arrange for safe transportation.
      3. The Supplier shall fully comply at all times with all current legislation and regulations governing the packaging, handling of pharmaceuticals and controlled drugs, including precursor drugs.
      4. The Supplier shall be aware that there maybe a requirement for appropriate packaging to be provided for the movements of controlled drugs and this requirement will be defined by the Buyer during Call-Off Procedure
      5. The Supplier shall be aware that any loss and theft of Controlled Drugs and precursor drugs should be immediately reported to the Home Office Drugs Licensing Unit and the local Police Force. The Supplier shall also inform the Buyer.
      6. The Supplier shall comply with the Home Office Guidance 2020 for the safe custody of controlled drugs and drug precursors in transit. See link below:

<https://www.gov.uk/government/publications/transporting-controlled-drugs-guidance-on-security-measures>

14.3.7 The Supplier shall be aware that if they are disposing of Controlled Drugs that they must hold the licences for the secure disposal and storage.

* 1. **Data**
     1. The Supplier shall be able to collect any data holding device from any named location as requested by the Buyer and securely destroy these items,

* + 1. The Supplier shall comply with all security requirements in relation to the transportation of these items.
    2. The Supplier shall be aware that the items could include but not be limited to;
       1. Laptops
       2. Hard drives
       3. Mobile Phones
       4. USB sticks
    3. The Supplier shall be aware that some of these items will contain batteries and therefore should be transported using the correct guidance for the transportation of lithium batteries.
  1. **Uniforms**
     1. The Supplier shall be able to transport and dispose of any item of uniform. The exact requirements will be defined during the Call-Off Procedure by the Buyer. Items could include but not be limited to:
        1. Body Armour;
        2. Uniforms;
        3. Light shields.

1. **Lot 6 Managed Service for Asset Recovery**
   1. **Regulatory Requirements**
      1. The Supplier shall fully comply at all times with the current and future

legislation and regulations for the movement of items and vehicles throughout the lifetime of this agreement.

* 1. **Security Requirements**
     1. The Supplier shall ensure that any significant incidents or accidents that

occur must be reported to the Buyer immediately along with the reporting of incidents to the relevant competent transport authorities, the necessary health authorities and any regulatory bodies immediately.

* + 1. The Supplier shall ensure that if the goods and or the load is to be stored

overnight, the Supplier must provide suitable security for the goods and/or

load in a secure compound, warehouse or facility including CCTV and

complies with all regulatory requirements.

* 1. **Transport Requirements**
     1. The Supplier shall ensure that they can provide a variety of roadworthy

vehicles of various types and sizes to provide the security and safety

requirements using its own resources or those of partner organisation(s).

There will be a requirement for Suppliers to supply vehicles that are fitted with but not limited to:

* + - 1. Vehicles with Global Positioning System (GPS);
      2. Temperature controlled vehicles;
      3. Vehicles with a tail lift;
      4. Recovery vehicles;
      5. Vehicles fitted with immobiliser and alarm;
      6. Lockable steel cages secured with padlock/straps;
      7. Vehicles fitted with anti-theft devices;
  1. **Secure Collection and Transportation**
     1. The Supplier shall be aware that loads may vary in size and include but not be limited to pallets and oversized items. The Supplier shall provide any specialist equipment to enable them to load and unload the goods onto vehicles ready for transportation.
     2. The Supplier shall ensure that all items are securely loaded and arrive at their destination undamaged with any original seals and packaging intact and in the same condition as they were collected and loaded.
     3. The Supplier shall be aware that any damage caused to saleable items during transit will be reimbursed by the Supplier.
  2. **Storage Facilities**
     1. The Supplier must be able to provide secure storage facilities with the appropriate security requirement(s) and licences for Buyers requirements. This will be defined by the Buyer during the Call-Off Procedure.
     2. The Supplier shall be able to transport items or vehicles from the collection point to either the Buyers own storage facilities, the Supplier’s storage facility or any other specified facility as defined by the Buyer at Call-Off Procedure.
     3. The Supplier shall be aware that items or vehicles may be stored from a minimum of several hours and for extended periods e.g. months, if items or vehicles are subject to any law enforcement investigations or subject to forensic examinations.
     4. The Supplier shall be aware that the Buyer will require an inventory and receipt of all items that have been collected and transported for storage.
  3. **Disposal**
     1. The Supplier shall be aware that this section is only applicable to vehicles, goods, land and property that can legally be disposed of either through sale (public auction), internet auction, salvage, breaking, recycling, re-use, similar means and other options rather than their destruction.
     2. The Supplier shall be able to collect any items at any locations and/or sites as requested by the Buyer and arrange for the safe disposal on behalf of the Buyer.
     3. The Supplier shall be aware that the items collected may vary in;
        1. Size;
        2. Quantity;
        3. Maybe packaged, boxed and or palletised but the items must not leave the site if they are unsuitable for onward transportation and destruction.
        4. A range of vehicles which may include but not be limited to;

15.6.3.4.1 Seized vehicles;

15.6.3.4.2 Vehicles forensically examined;

15.6.3.4.3 Accident damaged vehicles;

15.6.3.4.4 Burnt out vehicles;

15.6.3.5.5 Caravans and motorhomes;

15.6.3.5.6 Quad bikes and off road vehicles.

15.6.3.5 Vehicles with no accompanying legal documentation including but

not limited to;

1.6.3.4.3.2 Paperwork;

1.6.3.4.3.1 Keys.

15.6.4 The Supplier shall be responsible for informing the Buyer of any problems

that occur in order that the Buyer can take appropriate action to resolve

the situation.

15.6.5 The Supplier shall ensure that in disposing of any vehicles the Supplier or

any Subcontractor must comply with all regulatory requirements and also be licensed as an Authorised Treatment Facility (ATF) for the disposal of End of Life Vehicles (ELV) in accordance with UK ELV Regulations.

15.6.6 The Supplier shall carry out an assessment and shall ensure that the

vehicle is fit for sale and agree a valuation for any vehicles prior to disposal. This will be further defined during the Call-Off Procedure by the Buyer.

15.6.7 The Supplier shall be aware that where property or land is required to be

disposed of the Buyer shall ensure that these are fit for sale, which could

include site clearance and agree a valuation with the Buyer prior to

disposal. This will be defined further during the Call-Off Procedure by

the Buyer

15.6.8 The Supplier shall agree a minimum price with the Buyer for any public

auction. This will be defined further during the Call-Off Procedure by the Buyer.

1. **Lot 6** **Managed Service for Asset Recovery (Non Mandatory)**
   1. **Regulatory Requirements for the Transportation of Firearms, Explosives and Drugs**
      1. The Supplier shall be aware that if they are carrying ammunition that they

will require to have a;

* + - 1. Explosive Certificate.
    1. The Supplier shall also be aware that they will be required to hold a Home

Office Section 5 Firearms Licence only if they are transporting, storing or handling firearms as per the Firearm Act 1968.

* + 1. The Supplier shall be aware that if a Key Subcontractor and/or Subcontractor is transporting or storing firearms, including transportation prior to their disposal/ destruction, then the Key Subcontractor or Subcontractor would be required to hold a Home Office Section 5 firearms licence as per the Firearm Act 1968.
    2. If the Supplier is required to transport guns and weapons/ ammunition they must comply with the following security requirements including but not limited to;
       1. Secure gun crates
       2. The Supplier shall comply with all the vehicle requirements as described in ADR 2019 for the Carriage of UN Class 1.
    3. The Supplier shall be aware that if they are transporting controlled, illegal and pharmaceutical drugs including precursor drugs that they must conform to all regulations at all times and hold all relevant licences and must ensure their vehicles comply with the carriage of controlled drugs.
    4. The Supplier shall be aware that if the Key Subcontractor and/ or Subcontractor is transporting controlled drugs, then the Key Subcontractor and/ or subcontractor must hold the relevant licences and comply with all regulation.
    5. The Supplier shall be aware that if they are transporting controlled, illegal and pharmaceutical drugs including precursor drugs that they must conform to all regulations at all times and hold all relevant licences.
    6. The Supplier shall fully comply at all times with all current legislation and regulations governing the packaging, handling of pharmaceuticals and controlled drugs, including precursor drugs.
    7. The Supplier shall be aware that there maybe a requirement for appropriate packaging to be provided for the movements of controlled drugs and this requirement will be defined by the Buyer during Call-Off Procedure
    8. The Supplier shall be aware that any loss and theft of Controlled Drugs and precursor drugs should be immediately reported to the Home Office Drugs Licensing Unit and the local Police Force. The Supplier shall also inform the Buyer.

16.1.11 The Supplier shall comply with the Home Office Guidance 2020 for the safe

custody of controlled drugs and drug precursors in transit. See link below:

<https://www.gov.uk/government/publications/transporting-controlled-drugs-guidance-on-security-measures>

**16.2 Destruction**

16.2.1 The Supplier shall be aware that this section only applies to items or

vehicles that are being destroyed as opposed to being disposed of through

selling or similar means with prior written consent of the Buyer**.**

16.2.2 The Supplier will be responsible for ensuring that the items are destroyed

in a legally compliant manner at a site that is suitably licenced for the destruction of the items presented. The destruction facility (e.g. incinerator) must be compliant and hold the relevant permits.

16.2.3 The Supplier shall provide a certificate of destruction to the Buyer for all items that have been destroyed. This will be defined by the Buyer during the Call-Off Procedure.

16.2.4 The Supplier shall be aware that certain items or vehicles may require a representative of the Buyer to be present during the destruction.

16.2.5 The Buyer may require photographic or video evidence of the destruction of the item or vehicle.

16.2.6 The Buyer will require the Supplier to provide item notes or waste transfer

notes as appropriate dependent on the waste category of the item(s) or vehicle(s) being disposed.

16.2.7 The Supplier is to comply with the statutory requirements for the relevant

country that the waste is produced, carried, stored, treat or disposed.

16.2.8 The Supplier shall be required to provide the Buyer with a complete and documented audit trail from cradle to grave for the destruction/disposal including volumes and hazard group as appropriate.

**16.3 International Service**

16.3.1 The Supplier must be able to offer an International Courier service, which

is capable of meeting the varying and often diverse requirements of Buyers. Which may include but is not limited to;

16.3.1.1 The payment of local taxes and duties

16.3.1.2 The collection from courier premises.

16.3.2 The Supplier shall be aware that there maybe a requirement to collect and transport items from EU and Worldwide destinations and return these back to the UK using its own resources or those of a Key Subcontractor and/or Subcontractor and deliver to addresses within the UK. Suppliers shall be aware that this may include the service of a freight forwarder and this will be defined by the Buyer during the Call-Off Procedure.

16.3.3 The Supplier shall be able to transport any items from the collection point to either the Buyers own storage facility or to any specified storage facility including any temporary storage facilities.

16.3.4 The Supplier shall be capable of providing a range of delivery speeds for International items, including but not limited to:

16.3.4.1 Europe - 1 to 3 days after collection;

16.3.4.2 Worldwide - 1 to 4 days after collection.

16.3.5 CCS shall accept variants to these delivery timescales where they offer

improved value and delivery times.

16.3.6 The Supplier shall comply at all times with all ADR 2019 and International transport regulations if they are transporting dangerous items.

16.3.7 The Supplier shall be aware that the regulations for the transport of Explosive Substances and articles are prescriptive to meet International service requirements that enable transport of packages across International borders.

**16.4**  **Administration Requirements for Vehicles**

16.4.1 The Supplier shall be aware that there may be a requirement by Buyers to

undertake a number of administrative tasks that may include, but not limited to**:**

16.4.1.1 Undertake third party vehicle checks on behalf of the Buyer to identify HPI or hire companies and where appropriate to agree a settlement figure and to settle any outstanding monies due;

16.4.1.2 Where appropriate, the Supplier shall seek to obtain Notification of Vehicle Arrivals (NOVA) certificates to facilitate the re-registration of vehicles, post-sale;

16.4.1.3 The Supplier shall also be required to notify the DVLA of a change in vehicle ownership;

16.4.1.4 The Buyer may also require the Supplier to undertake some refurbishment of vehicles prior to their sale at auction.