

Parcelforce Worldwide	Award Criteria - Technical Merit - Security	<p>9. The Contractor must take all due care of the packages and pallets passing through its network, from collection to delivery, to ensure packages and pallets are delivered with their contents intact. The Contractor must notify the DfE of any packages and pallets that become damaged and take action to repair the damage in consultation with DfE. The Contractor must have established quarantine processes in the event of damage being caused. Please provide detail on how you would meet this requirement including details of internal reporting and quarantine processes.</p>	<p>Parcelforce Worldwide undertakes to ensure that all pallets collected from collation providers and injected into the Parcelforce Worldwide network will be afforded full traceability via the scanning process and that we are committed to maintaining the integrity of the pallets whilst being routed through our network. Any pallets that incur accidental damage during transit would be identified and fed back to the DfE in a timely manner. The damage would be accessed and managed in conjunction with the DfE and the incident uploaded to LIL</p> <p>On arrival into depots packages contained on pallets are subject to a rigorous reconciliation process, any variances discovered against the pre-advice file would necessitate for the entire pallet to be sealed and quarantined within the depot environment. DfE will be notified in accordance with established escalation processes. A similar process is adopted for single packages collected and distributed through the Parcelforce Worldwide network. At any stage during the processing of these items it is identified that a package has been damaged the account team is notified, photographs produced and circulated to the DfE. The item will be held securely in the depot, DfE and the Parcelforce Worldwide account team will agree actions which will be communicated to the depot. Communication briefs will be issued prior to any series highlighting the required procedures to be adopted along with Account team contact details.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Security	<p>10. The DfE currently employs a logistics incident management system to manage incidents involving packages and pallets. This will involve downloading and utilising a software package (RightNow Technologies) and following a defined communication process between DfE and the Contractor. Please confirm that you would be willing to upload the DfE incident management tool and use as directed.</p>	Noted and agreed

<p>Parcelforce Worldwide</p>	<p>Award Criteria - Technical Merit - Security</p>	<p>11. Please describe your procedures and internal processes for responding to the following types of security incident, - missing package/pallet, - address error, - mis-delivered item, - stolen vehicle/theft, and - disputed delivery. Please describe the systems/databases used to record security incidents. Please provide the number of consignment losses (irretrievably lost) over the last 3 years and provide as a statistic what the losses are as a percentage of overall consignments delivered.</p>	<p>Missing package/pallet</p> <p>Keystage - Please see attached (Process maps keystage 2012), this outlines the handling and process for both pallets and packages for this exam series and details exception management procedure. GQ – If at any stage a GQ package is identified as unaccounted for in the depot environment the following actions are followed immediately.</p> <ul style="list-style-type: none"> • Confirm last scan point • Full search of the last known location, depot or delivery vehicle, to be conducted • Retrace the route that the driver will have taken back to the last known confirmation of where the item was last seen. • Conduct driver interview • Contact the Account Team confirming the incident nature, consignment number, address details for the item and driver interviews. • The Account team will escalate in accordance with the DfE incident Management plan and engage the RMG Security Team where appropriate <p>Address error.</p> <p>If a package is scanned as an address query then either the help desk or account team would contact the DfE/AO via LIL for updated address details. Once new address details have been clarified the package is scanned back to route for delivery the next working day.</p> <p>Mis-delivered item</p> <p>If an item is identified as being mis-delivered, then the package would be recovered on the same day subject to appropriate notification (please refer to Technical Merit – Delivery Requirement – q11). Upon return to the delivery depot the package is inspected with the details being fed back to DfE/AO through the LIL system. If packaging is intact the item will be scanned to route for delivery the next working day or appropriate action is taken in accordance with DfE instruction.</p>
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Parcelforce Worldwide	Award Criteria - Technical Merit - Security	12. Due to their size, packages containing a small number of scripts (e.g. <5 scripts) are most at risk of loss while progressing through a distribution network. The Contractor should give details of any additional measures that would be taken to safeguard these packages. Please provide detail on how you would meet this requirement.	Parcelforce Worldwide share the concerns of the risks presented by small size scripts entering our network. This is sometimes exacerbated by Exam Centres presenting single or low volume scripts in small envelopes alone. These require extra attention by the driver and where possible they will keep them separate and secure until within the collection depots where small exam related items are consolidated in a semi transparent parcel bag which is then tail loaded to the trailer. On arrival at the hub these items are prioritised and sorted via the small sort process. This is a manual process and affords special attention to the handling of these items within a controlled environment. We are currently supporting the evaluation of a box solution with the DfE and Awarding Organisations that could be used when low script numbers are identified by examination centres.
Parcelforce Worldwide	Award Criteria - Technical Merit - Security	13. At the end of each shift the Contractor must ensure that all drivers are debriefed and that anything reported that is out of the ordinary, and relating to DfE collections or deliveries is recorded. Please detail your current processes for debriefing drivers and recording what is reported and provide details of the format of the information you would keep for DfE.	Please see attached process maps for the debriefing on the delivery process and separately for the collection phase, these are standard business processes which are enhanced during the exam programmes to reflect the sensitive nature of educational material. In addition to these processes our exams helpdesk are actively engaged in contacting depots and de-briefers during Key Stage despatches to identify exceptions and relevant mitigating circumstances. Incidents relating to DfE items will be recorded centrally on the LIL system and also on the MI provided during each programme.

Parcelforce Worldwide	Award Criteria - Technical Merit - Interfacing with external parties	<p>1. Packages for each AO should be distinguished by a unique prefix for their respective consignment numbers. The Contractor must confirm its ability to respect confidentiality and provide each of the current AOs (and any that may subsequently be added) daily with just the data and information for the packages with consignment numbers relevant to them, and describe the format the data will be available in. Please describe, making reference to supporting evidence/examples, how you will meet this requirement.</p>	<p>Parcelforce Worldwide have provided each AO with a unique consignment number range prefix that enables easy identification of an AO's traffic within the network and within reports, including any exceptions. Parcelforce Worldwide currently provide an overview of all traffic for the DfE, showing the volumes despatched by all AO's and separately we provide the individual AO's with a report detailing solely their own traffic, this ensures that confidentiality is maintained and respected between Parcelforce Worldwide, DfE and the AO's.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Interfacing with external parties	<p>2. The Contractor must provide technical assistance to the Collation Supplier and Awarding Organisations to allow those organisations to produce consignment labels with a barcode which the Contractor will be able to readily use to scan packages in and out of the Contractor's network. The Contractor will need to provide facilities on their site, to assist, if required, the Collation Supplier and Awarding Organisations with consignment label production. Please provide details where available of any web based solution that can be provided to Examination Centres which will enable them to self generate labels with barcodes for immediate use. Please provide detail on how you will meet the above requirements.</p>	<p>Parcelforce Worldwide have worked closely with the Awarding Organisations over the past few years to enable the development and deployment of labels for Examination Centres and ensuring that the relevant pre-advice is received into our IT infrastructure in a timely manner. Our IT team will provide the label specs and pre-advice formats to be used, furthermore we are currently developing an online solution that will enable remote centres to securely book collections and produce barcoded labels without the need for a log in process or publicising a contract number to be used. We anticipate this to be available by April 2013.</p>

Parcelforce Worldwide	Award Criteria - Technical Merit - Interfacing with external parties	3.The Contractor must assist the Collation Supplier and Examination Centres to ensure that all consignment labels produced for Schools, Markers and Scanning Bureaus have addresses/postcodes which are accurate and match the data provided by DfE and Awarding Organisations. Please describe the type of assistance you will be able to provide, making reference to supporting evidence/examples.	Parcelforce Worldwide are happy to support the Collation providers and Awarding organisations with the accuracy of all address data. This data can be verified against the current PAF file using Parcelforce Worldwide supplied systems. Label specifications are provided by our Customer Solutions team who will assist with the design and implementation of Parcelforce Worldwide labels
Parcelforce Worldwide	Award Criteria - Technical Merit - Interfacing with external parties	4.In addition to the Contractor providing technical assistance for the printing of barcodes and addresses on consignment labels, please provide further detail on what assistance you would be able to provide to the Collation Supplier and Awarding Organisations for the production of consignment labels. Please indicate if you will be able to source consignment labels or provide the equipment for their production.	The existing process and label formats have been adopted by all the AO's and overseen by the DfE, however Parcelforce Worldwide would be prepared to offer additional assistance where it was required should this be the case.
Parcelforce Worldwide	Award Criteria - Technical Merit - Interfacing with external parties	5.The Contractor must work with the Collation Supplier and DfE to plan collections of consignments for the Collation Supplier to successfully meet DfE's delivery dates to Examination Centres. Please provide detail on how you would meet this requirement.	Parcelforce Worldwide are committed to cultivating excellent working relationships with clients and their supporting suppliers, to ensure that a seamless planning phase and operation are achieved. We are proud of the working relationships that we have developed with the DfE's existing suppliers. Once the delivery profile has been confirmed by the DfE, Parcelforce Worldwide will work with the collation supplier to develop the most effective method in order to achieve the client's specific requirements.

<p>Parcelforce Worldwide</p>	<p>Award Criteria - Technical Merit - Interfacing with external parties</p>	<p>6.The Contractor must specify to the Collation Supplier or Awarding Organisations the packing format of bulk collections, such as, - pallet/box size, - max. weight, - pre-advice data format i.e. packaged by delivery postcode, contractor depot etc.; and - timescales and frequency of collection The Collation Supplier and Awarding Organisations will provide delivery address information prior to and during each exam series. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.</p>	<p>Parcelforce Worldwide will work with the collation provider and DfE to understand the planned fall to ground volumes for each series and define these by delivery depot, Parcelforce Worldwide will then propose a loading plan which details the total pallets required by day for each of the depots. The collation provider will on receipt of this information confirm the number of items loaded by pallet which will align with the pre-advice data. The profile of the boxes being used will dictate the number of items loaded to a pallet and therefore the number of overall pallets required within the despatch, this information is shared by the collation provider during the planning phase. Once the load plan has been confirmed Parcelforce Worldwide will liaise with the collation provider to ensure that the preferred despatch plan can be achieved and any alterations are discussed and agreed prior to series commencement. Parcelforce Worldwide will support the despatch programme by placing staff onsite prior to and during despatch phase and in conjunction with the collation provider. Parcelforce Worldwide will provide an up to date list of fall to ground postcodes by delivery depot.</p>
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Parcelforce Worldwide	Award Criteria - Technical Merit - Interfacing with external parties	<p>7. The DfE will require the Contractor to liaise with the Collation Supplier in relation to queries raised by Examination Centres and Markers relating to logistics services. The Contractor must outline their experience of providing an interface with another supplier in this context. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.</p>	<p>The dedicated Parcelforce Worldwide exams helpdesk liaises with the Collation Supplier via direct line telephone or email.</p> <p>As an example we have worked closely with Granby Marketing Services the DfE's collation supplier, prior to and during key distribution phases of Key Stage material. This involves a scheduled volume planning programme to ensure that all sides are confident with the predicted volumes. There are regular calls and onsite meetings to support this process through to go live. At all stages all stakeholders are kept informed and Parcelforce Worldwide actively participate in continuous improvement reviews both internally as well as externally.</p> <p>We work with many of our clients third party providers as this is integral to the fulfilment of a successful partnership, as an example we work closely with Fortnum and Masons hamper provider during the Christmas build up to understand the potential volumes and how this may impact during a peak volume period, understanding any operational difficulties and the impacts these may have upon the key stakeholders. To understand the key drivers to achieve a successful Christmas delivery period and identify transport requirements.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Deployment	<p>1. The Contractor shall have sufficient vehicle, depot, hub and staff resources and capacity to meet the requirements of DfE programmes. Special attention should be made to the summer exam series where peak volumes of package collections can reach approximately 50,000 packages per day and approximately 185,000 packages per week, plus the subsequent delivery of these packages and thus there could be a total of 100,000 packages in the network in a single day. Please demonstrate you have the capacity to cope with peak volumes during an examination series. In addition, please detail how flexible you are to changes in demand.</p>	<p>As a leading provider of time-guaranteed express deliveries, with the ability to reach all 27 million UK addresses. Employing 4,400 staff, Parcelforce Worldwide operates a hub and spoke system with 52 depots and state of the art hubs in Coventry.</p> <p>The key to our reliability and efficiency lies in our Coventry hubs, one for UK parcels and the other for international. Our highly automated tracking and sorting centre covers 43 acres and can handle up to 32,000 parcels an hour. At peak times we take delivery of a fully laden vehicle every 45 seconds which makes us one of the largest and most efficient single-site sorting operations in Europe.</p> <p>Peak Planning Parcelforce Worldwide operational planning for each exam series starts 3 months prior to the start date to ensure that sufficient resource is available and trained for the anticipated rise in traffic volumes. Operational Meetings are held between all key stakeholders (both internal and external) to discuss forecasted volumes and total network capacity requirements. As the test series approaches, regular meetings with all</p>

			<p>relevant departments within Parcelforce Worldwide continue to be held to ensure that there are no complications and to ensure that robust plans are in place.</p> <p>Volume of Work Due to the size and scale of our network we are uniquely positioned to be able to flex staff and vehicles as required to meet any fluctuations in volumes, which is routinely tested across our business during peak periods:</p> <ul style="list-style-type: none"> ■ We access additional working hours either through overtime or where necessary using fully vetted temporary staff. ■ Our fleet of vehicles can be flexed as required and we have contracts in place that enable us to hire vehicles at short notice. <p>Unexpected Workload Variations We work in partnership with our customers to understand likely peaks in demand and resource accordingly. We will explore a variety of options to further manage workload variations such as: managing the contract over more than one site or using a core resource of agents for periods of minimal volumes with an overflow to multi-trained agents in a bureau environment during peak periods. In addition we also have the flexibility to apply back office resource to manage peaks of call activity, which provides us with significant 'stretch' in resource.</p> <p>The Network Our networks are controlled and monitored by a 24/7 central control enabling drivers to be diverted away from problem areas. Drivers can report accidents, emergencies or breakdowns through the control centre by in-cab communication. Services are normally back on the road through repair or replacement within the hour. Parcelforce Worldwide also has the added benefit of being able to access substantial trailer resource of over 3,000 units from the Royal Mail Group.</p>
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Parcelforce Worldwide	Award Criteria - Technical Merit - Deployment	2. The Contractor should have technology in place to allow the download of data from the Contractor central systems to vehicle cabs/hand held devices in real-time to facilitate urgent requests to change collection/delivery times. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.	Parcelforce Worldwide has developed the capability for a recipient to be sent an interactive SMS message when an item is scanned out for delivery (due for rollout April 2013). This will require an amendment to the pre-advice in order to activate the process. The SMS would enable the recipient to respond and defer the delivery or if appropriate, request delivery to a neighbour or to be securely held at their local Post Office to be picked up.
Parcelforce Worldwide	Award Criteria - Technical Merit - Deployment	3. Awarding Organisations must have access to appropriate management information (in electronic format) as soon as possible, but no less frequently than daily, in respect of collections and deliveries and any problems. As a minimum requirement it must be possible to cross reference the Contractor's consignment/shipment/ID number with each collection point and individual package. Please provide detail on how you would meet this requirement.	Parcelforce Worldwide provide daily reports for the DfE and all engaged AO's across the relevant series. The reports contain all volumes posted during that series, a breakdown of exceptions which are currently identified as undelivered. The DfE have sight of all data pertinent to all AO's whilst the individual AO's will only have sight of their individual traffic volumes. See attached.

Parcelforce Worldwide	Award Criteria - Technical Merit - Deployment	<p>4. The Contractor will be required to produce a package collection and delivery forecast by day (Monday to Saturday) based on a list of participating centres and an overall package volume forecast for each exam series provided by DfE. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement. Where available, please provide as an attachment, a specimen report to demonstrate understanding of this requirement.</p>	<p>Using the package volume information provided to us by DfE, we then apply a 'profile' to the figures in order to produce a daily figure based on whether the exam is a morning or afternoon exam – as invariably, we will collect more packages from a morning exam than from an afternoon. The profile which is a product of several years of experience then applies a percentage of the total volume giving a more accurate daily figure, e.g. for a morning exam, the profile assumes we will collect 60% of packages on the day of the exam, 25% day 2, 10% day 3 and 5% day 4. For an afternoon exam, the profile assumes we will collect 35% on the day of the exam, 50% day 2, 10% day 3 and 5% day 4.</p> <p>The forecast accuracy is continuously monitored during any programme series and discussed with the key stakeholders during weekly conference calls. Accurate forecasting facilitates a high level of service and ensures that the resources match the requirement and thus reducing unnecessary costs. A full review of forecast accuracy is undertaken after each series and fed back to key stakeholders to support continuous improvement.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Deployment	<p>5. The Contractor must ensure that it retains the capacity to provide the service during the examination seasons detailed in the specification. Please describe how you will ensure that the necessary resources will be available to provide the required service. Please provide details of other customers/contracts, which will require significant amounts of resource during the period and describe the allocation process where customers/contracts are competing for resource.</p>	<p>In order for Parcelforce Worldwide to maintain is consistently high levels of quality of service, we have an established procedure for year round volume forecasting, to ensure that we maintain an accurate focus on the level of resource required to deliver the service expected of our clients. At present we are not aware of any other customers/contracts which would require significant levels of resource during the high volume summer series. Parcelforce Worldwide educational contracts are prioritised when being reviewed operationally within the business</p>

Parcelforce Worldwide	Award Criteria - Technical Merit - Deployment	<p>6. The Contractor's resource should be flexible so that it is able to accommodate potential changes to the scope of the contract in the future, including, but not exclusive to,</p> <ul style="list-style-type: none"> - a) new rounds of logistics activities, - b) new geographical areas (e.g. international coverage), and - c) increased package volumes. <p>Where a change results, any revised arrangements must be agreed in writing as a variation to the Framework or call off order and must include the changes to the charging structure, where applicable. Please provide detail on how you would meet this requirement and include in your response any strengths and limitations with your ability to provide a flexible service. If you have limitations, please describe if these can be met through a subcontractor and describe how this would work in practice.</p>	<p>Parcelforce Worldwide have a proven track record in fulfilling the needs of the DfE, for example Parcelforce Worldwide delivered a flexible service in the form of additional Key stage despatches of internally marked English and Level 6 personalised scripts during the 2012 programme. This was achieved with open communication between the DfE, the account team, Parcelforce Worldwide senior management and operational teams.</p> <p>For international deliveries we are able to provide a tailored European service utilising the Royal Mail owned company GLS which provides Parcelforce Worldwide with the most comprehensive delivery network and capability across Europe. Parcelforce Worldwide is also part of the Express Mail Service (EMS) network, bringing together the experience and resources of postal services worldwide. With EMS we can offer our customers market-leading services around the globe.</p> <p>Parcelforce Worldwide would like to clarify that if we were asked, for example to commence collections from locations such as Northern Ireland for despatch to markets in mainland Britain, we would need to review specific service offering which could have an impact upon pricing, changing the geographical location of scanning bureaux could also necessitate a similar review. Where there was a need to undertake collections from international locations this would require a completely separate approach.</p> <p>We would expect reasonable notice from DfE so the full effect in the change in profile could be assessed and properly planned for.</p>
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<p>Parcelforce Worldwide</p>	<p>Award Criteria - Technical Merit - Deployment</p>	<p>7.The Contractor must produce, and provide to DfE for approval prior to use, its own internal communications / training material and awareness strategy to ensure that drivers, depot managers and other staff understand DfE requirements. In particular the material must emphasise that, the loss of a test paper or test script will have serious implications for all students involved. An unmarked exam script, is irreplaceable and the lack of an exam result may have a detrimental impact on a Student's future prospects. Please describe how you would communicate DfE's requirements to your workforce directly involved in the provision of the service, paying particular attention to the collection, delivery requirements and scanning (track and trace) requirements.</p>	<p>Ahead of each exam programme, Operational Bulletins are sent out to all operational managers in the business, detailing the correct collection and delivery processes to be adhered to at all times. Particular emphasis is placed on the implications of the loss of an exam paper. These messages are in turn cascaded through to all frontline employees via WTL briefs (Work Time Learning) which are carried out weekly. Key messages are also displayed on the plasma tv screens in all units reiterating the processes to be followed. A further reminder to drivers around compliance to the correct processes is communicated through the means of a driver pocket sized guide, which drivers carry with them during exam programmes. Internal communications also take place between ourselves and our sister businesses Post Office Counters and Royal Mail, ensuring they are fully aware of the contract and also of the correct Parcelforce Worldwide processes.</p> <p>As a key reinforcing message for the commencement of the Key Stage programme the Account team attends senior Area Team operational meetings across England to emphasise awareness of the key requirements including, security, adherence to specific operational procedures and professional conduct at all times.</p> <p>Branded Yellow pens carrying the Exam team motto "Ensure our children's future is safe in your hands" are issued to all teams across the business as a constant reminder.</p>
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<p>Parcelforce Worldwide</p>	<p>Award Criteria - Technical Merit - Deployment</p>	<p>8. Working alongside the Awarding Organisations and Collation Providers the DfE has a developed and produced STA branded tape (STA only) and a yellow addressing label standard, which includes the Contractor's bar code for tracking purposes, for packaging Test Papers and Test Scripts (TA only). The Examination Centres, Markers and Scanning Bureaus recognise that the "yellow label" branding must only be used for packages containing Test Papers and Test Scripts. The Contractor must retain the ability to process packages with the "yellow label" branding and readily identify them at any stage in the delivery process. Please confirm that you will be able to process, and how you will identify, packages with "yellow label" branding at any stage in the delivery process.</p>	<p>In terms of Test Papers and Test Scripts, in all of our internal communications to the operation, we always refer to the 'yellow label' service and have samples of the label in the communications which go out to our operation and our sister businesses. A sample of the 'yellow label' is also in the pocket sized guide drivers carry with them during exam programmes.</p> <p>The Yellow label brand has been extensively promoted within our business, to the extent that all operational staff instantly recognise these items as high profile exam items. Any issues therefore are communicated directly to the account team as a matter of course.</p> <p>STA tape is also recognised throughout the network, with specific briefs being issued prior to Key Stage despatches, detailing bespoke operational requirements and specific security procedures to be adhered to.</p>
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<p>Parcelforce Worldwide</p>	<p>Award Criteria - Technical Merit - Supporting Examination Centres and Markers</p>	<p>1.The Contractor must provide a Helpdesk function to all DfE stakeholders in relation to all elements in the DfE logistics activities, where the expected primary method of contact shall be by telephone. The Contractor must provide a tailored seasonal support service, which is staffed accordingly and is readily accessible, to enable queries to be promptly and efficiently resolved in a satisfactory manner. This seasonal Helpdesk facility must be provided for use by DfE stakeholders only and must have a dedicated telephone number. Please describe, making reference to supporting evidence/examples, how you will meet this requirement.</p>	<p>The Parcelforce Worldwide exams helpdesk in Milton Keynes provides a dedicated phone line in order to deal with all queries promptly and efficiently. The desk is open from 8am to 6pm during an exam series and 8.30am to 5pm outside a series, Monday to Friday. During the summer 2012 exam series, the team handled over 6,000 calls and also dealt with 3,500 enquiries. They also processed 2,500 adhoc centre collection bookings online. In terms of the performance of the desk, they achieved 100% grade of service (calls answered with the SLA of 0-15 seconds) with no abandoned calls. 100% of all enquiries received into the desk were closed down within the agreed targets.</p>
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Parcelforce Worldwide	Award Criteria - Technical Merit - Supporting Examination Centres and Markers	<p>2. The forecasted volume of calls to the Helpdesk during the Summer Examination Series, including ad hoc collection bookings, can reach between 15,000 – 20,000 calls over the 12 week period and can exceed 800 calls per day. The Contractor must provide reports detailing</p> <ul style="list-style-type: none"> a) forecasted call volume by day versus actual call volume, b) number of calls per day by category (to be defined between DfE and the Contractor), c) number of calls abandoned, d) length of each call, and e) issue resolution times <p>Please describe, making reference to supporting evidence/examples, how you will meet this requirement. Where available, please provide as an attachment, a specimen report to demonstrate understanding of this requirement.</p>	<p>The report sent to the DfE regarding helpdesk performance includes volume of calls planned, calls offered, calls answered and calls answered within the grade of service SLA (0-15 seconds). It also provides grade of service, number of calls abandoned, length of each call and issue resolution time. As we also have the dedicated DfE PFW web site, where Exams Officers can book their collections, Examiners can arrange their redeliveries and Exams Officers and Examiners can find helpful information and guides, it enables a reduction in call volume which in turn allows greater focus on providing excellent levels of customer service</p> <p>http://www.parcelforce.com/education/dfe</p>
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Parcelforce Worldwide	Award Criteria - Technical Merit - Supporting Examination Centres and Markers	<p>3. Prior to the start of the contract, the Contractor must provide and agree with DfE plans for the operation of the seasonal Helpdesk which must include,</p> <ul style="list-style-type: none"> a) detailed staffing levels, b) a list of named Helpdesk operators, supervisor and manager including their direct contact details. c) complaints and escalation policies and procedures, d) training materials, e) FAQ processes, f) overview of staff training plans, g) call/email scripting to be used by operators, and h) setup and scripting of helpdesk messaging (e.g. out of hours message) as well as any interactive voice response (IVR) that may be in place. <p>Please provide an overview on how you will meet the requirement and describe the process you will use to finalise and agree the plans prior to the commencement of the contract.</p>	<p>Full project plan will be made visible to all key stakeholders to ensure implementation within timescales and to make sure all elements of the programme are covered. This plan will be amended leading up to the start of the programme and used as a review document. For information we have attached the induction training pack used for Exam Helpdesk staff</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Supporting Examination Centres and Markers	<p>4. The DfE will agree with the Contractor the date from which the seasonal Helpdesk will be operational in advance of the commencement of each series and subsequently when it will close after each series. During this operational period the Helpdesk will be available 8am to 6pm Monday to Friday. Please describe, making reference to supporting evidence/examples, how you will meet this requirement.</p>	<p>The PFW dedicated exams helpdesk in Milton Keynes is open from 8am to 6pm during an exam series (and prior to a series going live) and 8.30am to 5pm outside a series, Monday to Friday. Through ongoing experience these core hours fit with the requirements of centres and markers alike (with the online facility available 24hrs a day) However Parcelforce Worldwide have demonstrated a flexible approach to opening hours and are prepared to amend these hours during specific periods, should this be a requirement.</p>

Parcelforce Worldwide	Award Criteria - Technical Merit - Supporting Examination Centres and Markers	5.The Contractor must provide a Customer Relationship Management (CRM) system, that will be used to monitor helpdesk service and log calls, including categorisation. Records produced from the system should be kept for a minimum of 18 months. Please provide details of the system you intend to use, including the types of reports that can be generated, and how the records will be stored.	The CRM system used by the dedicated helpdesk captures the call date/time, centre number (If applicable) centre name and postcode, depot the centre is attached to, reason for the call (category) which in turn allows us to generate the attached daily report to the DfE. All records are stored within a password protected environment in line with business wide security protocols. All records generated from the system are held for a minimum of 18 months.
Parcelforce Worldwide	Award Criteria - Technical Merit - Supporting Examination Centres and Markers	6.The Contractor shall provide DfE and any nominated representatives with access to the physical location of the Helpdesk upon request for audit purposes. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.	Access for audit purposes will be provided by agreement and will include data records relating to the specified nominated contracts.
Parcelforce Worldwide	Award Criteria - Technical Merit - Supporting Examination Centres and Markers	7.The Contractor must ensure that it has the flexibility to expand capacity to respond to any requirements for peak periods of inbound calls and any outbound call campaigns, such as booking scheduled collections. Please describe, making reference to supporting evidence/examples, how you will meet this requirement.	With full planning any requirement can be covered by the Helpdesk Team. It is recognised that unforeseen requirements may occur during a programme so besides the direct Exam Desk Team we have the flexibility of utilising the wider Platinum Desk Team and the Customer Service Teams at Depots. It should be noted that despite changes in requirements the Exam Desk Team have always provided the level of service and response needed, reflecting the high level of planning and implementation that experience has brought to the Team.

Parcelforce Worldwide	Award Criteria - Technical Merit - Supporting Examination Centres and Markers	8. The Contractor must ensure any required maintenance in respect of all IT systems (including, but not limited to, helpdesk; scanning systems, track and trace; reporting) and mechanical equipment used to process packages should take place outside of operational hours. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.	An IT changes are fully project managed and include specific reference to the impact on any education related contracts, it is fully understood by both the board and Parcelforce Worldwide senior management that changes cannot be undertaken during any programme phase. Any key IT changes that are likely to be implemented will be shared for information in a timely manner with the key stakeholders. Any essential maintenance will be undertaken outside of operational hours.
Parcelforce Worldwide	Award Criteria - Technical Merit - Supporting Examination Centres and Markers	9. The Contractor must host dedicated pages on its website for the DfE programme providing information to Examination Centres and markers such as, but not limited to, the process for making collection bookings and frequently asked questions. Please provide detail on how you would meet this requirement. Include in your response any experience you have of providing a similar service for other customers.	The existing dedicated Parcelforce Worldwide DfE web site allows Exams Officers to book their collections, Examiners to arrange their redeliveries and also provides both parties with Contacts, Service Guides and Useful Information and enables both parties to locate their nearest Post Office Counter or Parcelforce Worldwide depot. There is also a Latest News page which we can update at any time to provide useful information to all parties. This is a unique offering for the education related accounts. http://www.parcelforce.com/education/dfe

Parcelforce Worldwide	Award Criteria - Technical Merit - Supporting Examination Centres and Markers	<p>10. The Contractor's staff will be acting on behalf of DfE when making deliveries/collections to and from Collation Providers, Examination Centres, Scanning Bureaus and Markers and therefore must be courteous and professional at all times. Please provide details of the training policies and practices that you will use to ensure a courteous and professional service is provided.</p> <p>Please include details of how you will deal swiftly with any complaints received in respect of any poor service received from Contractor's staff.</p>	<p>Our drivers are fully aware of their responsibilities when dealing with the varying needs of collation providers, schools, scanning bureaus and markers, this is reinforced ahead of, and during each examination series in the weekly briefings (WTL sessions.) They have performed these services very successfully over previous years of the exam series with the DfE. In the unlikely event that we do receive a complaint about a driver, either through the helpdesk or via LIL, it will be fully investigated by the account team, and escalated where appropriate. All complaints are taken seriously, and if a complaint is upheld the driver will be disciplined according to the applicable conduct code.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Project and Account Management and Governance	<p>1. DfE may require additional governance requirements of the Contractor in respect of attendance at meetings, project management documentation, reporting etc and where required these will be detailed in the Call Off Contract/Order. The Contractor must participate in any governance arrangements as specified in the Governance schedule. Please describe, making reference to supporting evidence/examples, how you will meet this requirement.</p>	<p>Noted and agreed. Details of potential additional governance will be required to fully answer this question and can be confirmed as part of the call off contract/order</p>

<p>Parcelforce Worldwide</p>	<p>Award Criteria - Technical Merit - Project and Account Management and Governance</p>	<p>2 The Contractor must have in place business wide quality assurance processes and an internal governance structure to monitor this. The Contractor must detail fully how the quality assurance processes are measured, managed and rectified in the event of non-compliance. Please provide details and evidence to support. Include details of any quality accreditations held e.g. ISO9001.</p>	<p>The Parcelforce Worldwide Executive Committee approves the Purpose and Direction, Objectives and Quality of Service targets.</p> <p>The implementation and maintenance of the Quality Management System to achieve our performance objectives is the responsibility of the Head of Operational Development. The Quality Team and Depot teams are responsible for monitoring the Quality Management System and ensuring that it is followed, they are also responsible for making sure all staff are made aware of the Quality Policy and its aims. Commitment to meet the requirements of ISO 9001 and 14001 and improve. The policy is renewed for suitability.</p> <p>Responsibility and Authority</p> <p>Each individual employee is responsible for the quality of his or her own work. Certain people have particular quality management responsibilities, as follows:</p> <ul style="list-style-type: none"> • The Operations Director is the Management Representative as defined in the ISO9001 2008 standards. He has overall lead responsibility for the maintenance of ISO 9001:2008 accreditation, and has the authority to take action as necessary to ensure that registration is maintained. The Operations Director is responsible nationally for the Quality Management System supporting the Company registration. The Head of Commercial Operations and the Head of Hubs & Network Operations have overall responsibility for the achievement of quality of service targets of all traffic, and have the authority to take action to ensure that these targets are achieved. • The Head of Operational Development reports to the Operations Director and is responsible for ensuring that Quality Management audits are performed within agreed timescales and has the authority to initiate, recommend or provide solutions to prevent the occurrence of non-conformities and is also responsible for ensuring that operational units take action to correct non-conformities. • The ISO Audit Manager is responsible in conjunction with the Ops Policy & Interbusiness Relations Manager for carrying out the risk assurance / internal audit programme. They are also responsible for conducting
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			<p>regular reviews of this programme to ensure Quality objectives are met.</p> <p>Management Review Process.</p> <p>Senior Management shall review the Parcelforce Worldwide quality management system, at yearly intervals, to ensure its continuing suitability, adequacy and effectiveness. This review shall include the following standard agenda items – minutes of the meetings will be maintained.</p> <p>Standard Agenda Items</p> <ul style="list-style-type: none"> • Audit Results • Customer Feedback • Process Performance and Product Conformity • Review of preventive and corrective actions • Changes that could affect the Quality Management System • Recommendations for improvement.
Parcelforce Worldwide	Award Criteria - Technical Merit - Project and Account Management and Governance	<p>3. The Contractor must grant DfE representatives access to their site and visibility of all the processes and systems they are using on DfE's behalf. The DfE reserves the right to carry out independent quality assurance audits of work to be undertaken, work in progress or work completed. Please confirm that you will grant access to any site involved in the delivery of the service and provide details of the assistance you will provide to the audit process.</p>	<p>Parcelforce Worldwide are happy to grant DfE access to any of its sites. Under normal circumstances we would request 48hrs notice to be given prior to any visit and all visits will be accompanied by a Parcelforce Worldwide representative. Parcelforce Worldwide will assist DfE or its independent auditors by providing any documentation directly related to the services being provided for the DfE under this contract.</p>

Parcelforce Worldwide	Award Criteria - Technical Merit - Project and Account Management and Governance	4 The Contractor must provide a named senior manager and nominated alternative contact(s) to oversee the running of the contract and attend meetings, who has overall day to day responsibility for the contract. During peak times, extended hours may be required to support this contract to provide information to DfE. Please give full details of key resources who will be assigned to this contract, including night resources during busy periods and incident management at night.	Parcelforce Worldwide reflect the high profile nature of this account by appointing senior Managers to oversee the operational aspects of the account. Day to day operational management is overseen by the Head of Contract Management and supported by the Head of Customer Response. Daily activity is monitored by the contract Manager/s. During key programme activities such as Key Stage despatches resource is enhanced and a dedicated team is allocated to the overnight operation (reconciliation process). Incidents are managed at a local level up to the point of escalation whereby they will then be handled by the Head of Security for Parcelforce Worldwide in liaison with the DfE.
Parcelforce Worldwide	Award Criteria - Technical Merit - Project and Account Management and Governance	5.The Contractor must notify DfE immediately should there be upcoming changes in key personnel that could/will impact on the delivery of DfE related activity. Notification should be supported by a plan of contingency. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement	Parcelforce Worldwide will notify the DfE of any upcoming change to key personnel, this would be in the form of a document outlining critical timelines and detailed action plans in training and handovers.
Parcelforce Worldwide	Award Criteria - Technical Merit - Project and Account Management and Governance	6.DfE supports PRINCE2 methodology, please detail with supporting evidence any experience you have of working with PRINCE2 methodology or similar.	Parcelforce Worldwide's prides itself on providing excellent levels of support for its customer and we provide a specialist team of experienced staff to manage the implementation of all major accounts. The team is led by our head of customer solution (Alan Stewart) and undertakes the task of managing the implementation in conjunction with our client's management team. The model most commonly used by the team utilises the PRINCE2 plan although we can tailor the implementation process to each customer's specific requirements. Experience in recent years of successfully managing major implantations such as RS Components, Camelot, and Ingram Micro has shown that the best implementation requires a joint working team structure with joint responsibilities. Timescales for implementation do vary but most contracts take between 6 and 10 weeks from contract award to full implementation.

Parcelforce Worldwide	Award Criteria - Technical Merit - Project and Account Management and Governance	<p>7.The Contractor shall manage risks and issues and should;</p> <p>a) have a process for recording, evaluating, monitoring and reporting issues and risks both internally and to DfE;</p> <p>b) mitigate identified risks;</p> <p>c) supply a risk and issues register to DfE; and</p> <p>d) highlight any issues affecting the delivery of DfE materials in the times and format indicated in the DfE's incident management plan.</p> <p>Please confirm compliance and provide evidence to support your risks and issues management. Include in your response details of any risk management accreditations held.</p>	Parcelforce Worldwide maintains an internal business continuity plan detailing risks and issues for our overall operation (please see attached) additionally we will continue work with the DfE to identify and manage risks and issues specific to DfE examination series
Parcelforce Worldwide	Award Criteria - Technical Merit - Project and Account Management and Governance	<p>8.The Contractor should provide systems training to DfE, the Collation Supplier and Awarding Organisations for any Contractor systems they have access to as required. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.</p>	Parcelforce Worldwide would be pleased to support DfE with any training requirements to access agreed systems and assist in the understanding of what our various reports provide. Parcelforce Worldwide would propose arranging an experience session that would include a tour of our advanced centralised sortation hub in Coventry, a few hours spent with a driver completing a live route, which would provide a great insight into the delivery and collection process and understand the challenges that drivers face on a daily basis, this would be followed up with a session on our tracking systems and bespoke reporting tools.
Parcelforce Worldwide	Award Criteria - Technical Merit - Project and Account Management and Governance	<p>9.The DfE supports innovation and the Contractor will be required to support DfE in achieving continuous improvement. Please confirm your support of this and detail your internal change management process.</p>	Please see attached innovation and continuous improvement document which confirms our support of innovation. Also included is a copy of the Parcelforce Worldwide internal change management process.

Parcelforce Worldwide	Award Criteria - Technical Merit - Project and Account Management and Governance	10 The Contractor must hold business continuity plans covering, but not limited to, staffing; fuel; loss of premises; loss of network; industrial action etc. Please provide details of these plans.	Please see attached The Parcelforce Worldwide business continuity plan policy statement.
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Parcelforce Worldwide	Award Criteria - Technical Merit - Project and Account Management and Governance	<p>11. Upon award of any contract made as a result of this competitive exercise, the Contractor must plan their resource allocation for the implementation of the service for the start of the 2013 academic year. Using the information provided in the specification, please provide an outline implementation plan. Your response should include, but should not be limited to, network preparation, staff training, communication strategy, provision of a Helpdesk and website setup, and systems setup.</p>	<p>As Parcelforce Worldwide are the incumbent supplier to the DfE for seasonal courier services no implementation will be required to continue with collection and delivery services for the existing examination series. However prior to any series commencement we work to strict planning and rollout timelines as detailed below</p> <p>Planning</p> <p>Parcelforce Worldwide operational planning for educational exam series starts 3 months prior to any main series; defined stakeholders within the business are engaged to ensure that sufficient resource is available to deliver against forecasted volumes and inline with network capacity requirements. As the series approaches, regular meetings with all relevant departments within Parcelforce Worldwide and DfE/key stakeholders continue to be held to ensure that robust plans remain in place. These plans continue to be revised as improved forecast volumes are provided up to the start of each series.</p> <p>Please see attached Planning document which details planning, forecasting, communication (internal and external), helpdesk resource, operational resourcing and driver briefing rollouts as well as training materials.</p> <p>Communications</p> <p>During each exam session, information is sent out in several different ways to ensure a broad cascade of necessary information to all relevant staff. Specific briefs are developed for drivers, depot staff, hub staff, help desk personnel, Royal Mail and Post Office Counters. Additionally, in the summer a Driver Pocket Guide (as attached) which outlines basic collection/delivery information specific to each exam contract and yellow branded pens (carrying programme strapline) are produced. This is designed to be an instant reference guide for the driver that he/she can keep in their pocket; it also includes contact details for the exam team and help desk. Prior to and during each series weekly WTL (Work time learning) meetings are held in which briefings are provided outlining key procedures and enforcing the guidelines for the handling of exam materials. This is reinforced with key messages and information displayed</p>
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			through plasma screens positioned at all locations within the business.
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Parcelforce Worldwide	Award Criteria - Technical Merit - Application of KPI's	1. Please confirm how you will adhere to the stated service levels for Scheduled Centre Bookings, making reference to the procedures and systems you will use.	<p>Once the scheduled centre data has been received by Parcelforce Worldwide, the data is uploaded into a system (see web address below) designed specifically for this process. This in turn enables depots to access the system and begin making contact with their centres. Progress is monitored daily by the account team to ensure all time windows have been agreed and the work is complete ahead of the exam go-live date. A red/amber/green approach is used (red if the centre has had no contact, amber if we have attempted contact/green if contact has been made and a time window agreed). The status of all centre bookings are monitored daily during the series build up, Parcelforce Worldwide have an escalation process in place to ensure that all centres are contacted by the deadline date, a contingency has been devised to utilise the Helpdesk where depots have been identified to require additional support.</p> <p>http://10.5.20.175/helpdesks/DfE/</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Application of KPI's	2. Please confirm how you will adhere to the stated service levels for Failed Collections (method of calculation to be agreed between Contractor and DfE) making reference to the procedures and systems you will use.	<p>The past three years has seen PFW consistently achieving the service levels for reported failed collections through stringent adherence to collection planning, scheduling and local driver/ exam centre liaison and understanding of local needs. As an example; our performance for the Yellow label service, is as detailed:</p> <p>Collections reported as failed over the previous 12 months: 0.595%. For centres reporting two or more failed collections: 0.026%</p> <p>Parcelforce Worldwide do however recognise that whilst this is seen as a strong performance we are looking to devise revised processes to establish stronger reporting solutions to identify where collections have failed and enable a proactive approach to resolve these.</p>

Parcelforce Worldwide	Award Criteria - Technical Merit - Application of KPI's	3. Please confirm how you will adhere to the stated service levels for Scanning making reference to the procedures and systems you will use.	<p>With reference to the detail in our response section Technical Merit Security question 2 our processes comply to the standard required. Scanning procedure compliance is measured as part of the overall depot performance inline with documented procedures and standards.</p> <p>Information on where an item is in the network is of vital importance for Exception Reporting, visibility and internal security.</p> <p>Section 3 requests a scanning compliance level of 99% against the 98.5% for the existing contract. Parcelforce Worldwide are committed to continuous improvement however experience suggests that a consistent level of 99% is unachievable due to errors beyond our control which can include unreadable/damaged bar-coded labels and centre behaviour for this reason we would commit to 98.5% for this KPI.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Application of KPI's	4. Please confirm how you will adhere to the stated service levels for Delivery Attempts making reference to the procedures and systems you will use.	<p>The procedures used are detailed in our response to Technical Merit – Delivery questions 5, 6, 7 and 9. These are supported by rigorous attention to the standards set for all delivery staff and reinforced at WTL sessions before and during Exam programmes. We would request that the day 3 delivery measure should be 99.9% as per the current agreement to accommodate unforeseen circumstances.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Application of KPI's	5. Please confirm how you will adhere to the stated service levels for Proof of Delivery (POD) making reference to the procedures and systems you will use.	<p>As detailed on our response to Technical Merit Delivery Q12 and additionally with rigorous monitoring of all deliveries on the exception report and reinforcing the "Importance of POD" message : Analysis of causes to strive towards continuous improvement.</p> <p>Reference appendix H 5, our experience shows that the suggested KPI of 98% does not provide sufficient tolerance to accommodate any operational difficulties and would suggest a measure of 98.5%.</p>

Parcelforce Worldwide	Award Criteria - Technical Merit - Application of KPI's	6. Please confirm how you will adhere to the stated service levels for Lost/destroyed Packages making reference to the procedures and systems you will use.	With reference to our response to the Technical Merit Security questions the processes and procedures detailed therein ensure we adhere to the standard acknowledging the utmost importance of a single lost script. LIL and exception reporting MI will be utilised. Parcelforce Worldwide will engage its own internal security team to manage any incidents alongside DfE and inline with the documented Incident Management Plan.
Parcelforce Worldwide	Award Criteria - Technical Merit - Application of KPI's	7. Please confirm how you will adhere to the stated service levels for Damaged Packages making reference to the procedures and systems you will use.	Response to Security question 9 is referenced. Additionally the management team document all quarantined items for action as requested by Awarding Organisations, reported on LIL, Exception reporting and Incident Management Plan.
Parcelforce Worldwide	Award Criteria - Technical Merit - Application of KPI's	8. Please confirm how you will adhere to the stated service levels for Theft through negligence and items lost and found by an external party making reference to the procedures and systems you will use.	Our response to Security question 11 refers. Drivers are all issued with lanyard key security devices the paramount consideration however would be for the safety of the driver in any violent situation. Our procedures for conducting search and recovery have been reviewed and bolstered and now provide a robust service enhancement. As are procedures for retrieval of any items found by an external party. All security incidents will be managed in line with DfE Incident Management Plan, fully supported by the Account and Senior Management team. All frontline colleagues are briefed at the start of every series about security and processes that must be adhered to. During every series operational colleagues are updated at weekly WTL briefing sessions, all depots and hubs carry info shares through plasma screen televisions (running 24hr cycles) and drivers are provided with documented process guides

Parcelforce Worldwide	Award Criteria - Technical Merit - Application of KPI's	9. Please confirm how you will adhere to the stated service levels for Helpdesk availability, grade of service and issue resolution making reference to the procedures and systems you will use.	<p>We are committed to providing Helpdesk support; opening times are agreed with DfE in line with our response to Technical Merit Supporting Exam Centres and Markers Question 1 and 2. The experienced members and management of the Helpdesk ensure the standards are maintained.</p> <p>Reference 9.c, to provide a consistently high grade of service (within budget) the answered within 15 seconds measure will be set at 95%. This will provide the flexibility (as our track record highlights) to perform above 95% throughout the year.</p> <p>Whilst Parcelforce Worldwide will maintain very high levels of response however unexpected circumstances can occur that will prevent us achieving a 100% KPI measure for section 9.g & 9.i, so it is proposed that the measure of 99.9% is maintained.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Application of KPI's	10. Please confirm how you will adhere to the stated service levels for Adherence to logistics incident management procedure including operational issue notification making reference to the procedures and systems you will use.	<p>Parcelforce Worldwide are committed to fully utilising Right Now LIL software to inform DfE and key stakeholders of any operational incidents or issues and will work with said partners to resolve. Prior to any series commencement a risk and issues log will be completed in conjunction with the DfE highlighting potential areas of risk to successful completion.</p> <p>Whilst Parcelforce Worldwide will comply with the incident management procedure there will be occasions where 100% may not be achieved, we would request that a maximum of 5 instances be allowed per series.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Application of KPI's	11. Please confirm how you will adhere to the stated service levels for Management Information provision making reference to the procedures and systems you will use.	<p>We are fully committed to open communication with the DfE with our own robust reporting suites including but not limited to Confirmation of centre collection booking progress, Helpdesk incident reporting and Quality of service reports, Exception Reporting, electronic parcel manifests and customised reports that may become necessary during the course of an examination programme.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Application of KPI's	12. Please confirm how you will adhere to the stated service levels for Adherence to agreed project plan milestones making reference to the procedures and systems you will use.	<p>Parcelforce Worldwide will continue to engage with the DfE and its partners to ensure that all key milestones are planned, agreed and achieved.</p>

Parcelforce Worldwide	Award Criteria - Technical Merit - Application of KPI's	13. Please confirm how you will adhere to the stated service levels for Reliability of Systems making reference to the procedures and systems you will use.	Parcelforce Worldwide recognises the importance of our system and data to all our clients and will therefore continue to ensure rapid transactions times, systems availability and urgent recovery from any system downtime.
Parcelforce Worldwide	Award Criteria - Cost Effectiveness	1. Please confirm that prior to submitting your prices you have read and understand the principles contained in the Charging Schedules. Please also confirm you have fully completed the bid section within the e-sourcing event as this charging information will be used for the commercial evaluation of bids. For the purposes of this competitive procurement exercise the Charging Schedules are provided as a separate attachment within the e-sourcing event, which provides further explanation of the charging principles. The bid fields provided within the Charging Schedule attachment correspond to the Charging Schedules included in the bid fields section of e-sourcing event. The bids submitted within the e-sourcing event will be extracted and included in the final version of the Framework Agreement at Schedule 3: Charging Schedules.	Noted and Agreed

Parcelforce Worldwide	Award Criteria - Cost Effectiveness	<p>2. If you have identified 'Other Costs' in the Cost Schedules, please provide a further cost breakdown and explain why these costs are inseparable from the provision of the core service. In addition, if there are any other aspects of your proposed charges which you believe require further explanation then please provide this information as part of your response. Any information provided in response to this question will not be scored, but will be used to obtain a better understanding of your overall proposal and will assist in identifying any areas which require clarification.</p>	<p>As part of the final bid offer the rates provided could become immediately available to the DfE from the 1st February 2013, rather than applying in November 2013.</p>
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