

Invitation to tender

Specification

RM6371 Print Marketplace 2

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**RM6371 - Print Marketplace 2 Specification**

# **Scope of the Framework Contract**

* 1. The purpose of this Framework Contract is to provide Buyers with a Supplier hosted and managed system known as the Print Marketplace, together with the maintenance of the system.
  2. The Print Marketplace will be open for use by all public sector organisations. It is anticipated that the Framework Contract will primarily service the high volume, low value spend typical within wider public sector organisations.
  3. The Print Marketplace shall enable Buyers to obtain instant prices and compare quotes from a database of approved Print Suppliers. Buyers will then have the ability to place orders with their selected Print Supplier for their print requirements.
  4. The Supplier shall provide a cost-effective, flexible, high quality and value for money service, capable of fulfilling a broad range of Buyer requirements.
  5. Print Suppliers shall be the major suppliers of print products ordered through this Framework Agreement. The Supplier shall limit the supply of Deliverables provided through their own production facilities to no more than ten (10) percent of the value of Print Services provided.
  6. The core requirements of the Framework Contract shall include the following:
     1. Provision of the Supplier-hosted system with a database of approved Print Suppliers to provide instant prices and quotes for Buyers’ print needs;
     2. Provision of appropriate maintenance and support for the Print Marketplace throughout the lifetime of the Framework Contract;
     3. Management of the supply chain associated with this Framework Contract;
     4. Management of Print Supplier registrations, evaluation and approvals onto the Print Marketplace database;
     5. Provision of a suitably resourced team to support both Print Supplier registrations and Buyer queries;
     6. On-boarding of Buyer organisations to the Print Marketplace;
     7. Management and resolution of all Buyer queries, related both to using the Print Marketplace and complaint handling as a result of placing orders with Print Suppliers;
     8. Promotion and marketing of the Framework Contract across public sector organisations; and
     9. Provision of Management Information and reporting on spend and Buyer behaviour.

# **Digital requirements**

* 1. The Supplier shall provide a secure form of Single Sign-on (SSO) functionality to its application with two-factor authentication always enabled and running seamlessly in the background, capable of managing an organisational directory.
  2. The Supplier shall also be expected to integrate with the Crown Commercial single sign on gateway when made available. Buyer sign on will happen via the Crown Commercial single sign on gateway.

<https://www.crowncommercial.gov.uk/public-procurement-gateway-guides>

* 1. The Print Marketplace shall:
     1. be easy to use i.e. an intuitive, menu driven, user friendly system. Buyers should not need to be expert print Buyers to be able to use the system effectively;
     2. be white-labelled for CCS purposes;
     3. be capable of hosting all Buyers seeking to use the service via secure single sign-on functionality.;
     4. be scalable to adapt to changes in demand, number of Buyers and Print Suppliers (e.g. 100 Buyers to 27,000 Buyers, and 100 to 1,000 Print Suppliers);
     5. Clearly display the use of any cookies and to be in compliance with ICO guidance

<https://ico.org.uk/for-organisations/guide-to-pecr/guidance-on-the-use-of-cookies-and-similar-technologies>

* + 1. be accessible through all internet devices, for example, laptops, mobile phones and tablets, and shall be adjusted according to the device for easy navigation; and
    2. be accessible through all internet browsers. The Supplier shall monitor access to ensure that the Print Marketplace is accessible using any new technology that becomes available.

# **Print Marketplace Features and Functionality**

* 1. The Print Marketplace shall include the following features, capability and functionality, as a minimum: support service support
     + Print Supplier registrations;
     + Buyer on-boarding;
     + Buyer service support, including complaints management;
     + Allow Buyers to specify their requirements and place orders for print;
     + Provide quotes from Print Suppliers;
     + Provide instant prices from Print Suppliers;
     + Payment; and
     + Provide reports.
  2. For ease of reference the mandatory features and functionality are also in Attachment 2d “***System Validation Checklist”***.
  3. The Supplier shall deliver a mandatory set offeatures and functionality for when the Print Marketplace goes live.
  4. Details of the mandatory features and functionality and when they shall be available are contained in each of the appropriate sections in this specification.
  5. The Supplier shall ensure that the mandatory features and functionality are available within the timescales, as required:
     1. Available within the existing current version of the system proposed by the Supplier (described as immediate );
     2. May be configured and developed by the Supplier in the Print Marketplace, and available for go live (described as ‘go live’). The maximum period that the Supplier shall have to undertake the configurations is within three (3) months of Framework Contract award. This is to ensure that the mandatory features and functionality are available prior to go-live of the Print Marketplace.
     3. The features and functionality that are not required at go live must be configured and developed in the Print Marketplace within twelve (12) months of Framework Contract award. The roll out of such features shall be implemented following consultation with CCS.
  6. The Print Marketplace additional non-mandatory features and functionality are contained in each of the appropriate sections of this specification, and are not required at go-live.
  7. If any non-mandatory features are offered by the Supplier, these features may be adopted as part of the future developments of the Print Marketplace following consultation with CCS.
  8. The Print Marketplace shall have the capability to improve functionality and usability, following usage and feedback from Buyers. The Supplier shall make recommendations to CCS for system improvements to the functionality throughout the duration of the Framework Contract. This shall be to encourage Buyer uptake and use of the system, to make the Print Marketplace the ‘go-to platform’ for public sector organisations’ print needs.
  9. **General mandatory system features and functionality (immediate)**
     1. The Supplier shall ensure that the Print Marketplace contains the following functionality, and is available within the Suppliers’ current version of the system:
        1. English set as the default language
  10. **General mandatory system features and functionality (go live)**
      1. The Supplier shall ensure that the Print Marketplace contains the following functionality within a maximum period of three (3) months, from Framework Contract award and prior to go live:
         1. fully and demonstrably compliant with the Public Sector Bodies Accessibility Regulations;
         2. meets the international WCAG 2.1 AA accessibility standard. Further details on the standard are available by referencing the following;

<https://www.gov.uk/service-manual/helping-people-to-use-your-service/understanding-wcag>

and

<https://www.w3.org/TR/WCAG21/>

* + - 1. accessible via the internet through any internet browser and compatible through all internet devices such as laptops, mobile phones and tablets.

# **Service Availability**

* 1. The Supplier shall ensure that the Print Marketplace is available 24 hours a day, 365 days per year, excluding any planned scheduled outages for system maintenance and/or system upgrades that have been agreed with CCS and system up time achieves a 99 % availability

# **Maintenance and Upgrades**

* 1. The Supplier shall ensure that scheduled Print Marketplace maintenance and upgrades are implemented in accordance with agreed timescales.
  2. Maintenance and system upgrades:
     1. shall be provided by the Supplier at no additional cost; and
     2. shall occur outside the hours of 08:30 to 17:30 GMT (or BST as appropriate) Monday to Friday.
  3. A notification message shall be placed on the Print Marketplace at least two (2) weeks in advance of any maintenance and/or system upgrades.
  4. The Supplier shall ensure any system maintenance and upgrades are tested prior to the upgrade/version release going live, including any third party providers that the Supplier is reliant upon.
  5. During the term of the Framework Contract CCS may need to make changes to the process and interfaces with CCS systems.

# **Management of the Supply Chain**

* 1. The Supplier shall manage the supply chain effectively, and ensure that all obligations and responsibilities contained in the Framework Contract are flowed down appropriately to their Key Subcontractors and subcontractors (including Print Suppliers).
  2. The Supplier shall be responsible for attracting and building a supply chain of approved Print Suppliers registered to the Print Marketplace to deliver the Buyers’ requirements.
  3. To ensure that the varying needs of Buyers can be met, the Supplier shall provide Buyers with enough choice (across geographical areas and print manufacturing capability) and access to a sufficient number of Print Suppliers, which together are able to offer the breadth of Print Services required.
  4. The Supplier shall have processes in place to manage fluctuations in demand, ensuring that key supply chain dependencies are continuously monitored to ensure continuity of supply throughout the duration of the Framework Contract.
  5. The Supplier shall proactively support the government’s SME agenda and positively encourage and support SMEs to become part of the supply chain and register as Print Suppliers on the Print Marketplace. The Supplier shall provide support to SMEs where necessary to ensure the required standards for quality and delivery are fully met.
  6. The Supplier shall have processes in place to attract and build supply chains to satisfy a Buyer's local supply chain requirement if required
  7. The Supplier shall formalise the relationship with Print Suppliers, which may include for example user terms, an access agreement or a supplier contract, and shall be mindful of utilising appropriate and proportionate documentation to facilitate the process.
  8. The Supplier shall effectively manage the performance of all Print Suppliers to ensure the required standards are met, including the following as a minimum:
     1. Print Suppliers’ acceptance of Buyers’ orders in a timely manner;
        1. The Supplier shall monitor Print Suppliers’ acceptance of Buyers’ orders and act as a point of escalation if required. In the event that orders are not accepted by a Print Supplier, the Supplier shall take appropriate remedial action on behalf of Buyer.
     2. On time delivery of Goods; and
     3. Quality of Goods provided meets the standard required by the Buyer.
  9. The Supplier shall collate information on any non-performance by Print Suppliers, shall include, as a minimum, delivery and quality non-performance.
  10. The Supplier shall undertake appropriate action to address non-performance by Print Suppliers, which shall include, as a minimum:
      1. Providing support and guidance for improvement; and
      2. Suspending or blocking Print Suppliers on the Print Marketplace.
  11. The Supplier shall have a process to ensure open communication with their supply chain which will include feedback on their performance, issue resolution, and general support.
  12. The Supplier shall ensure that only Print Suppliers registered and approved on the Print Marketplace are able to provide Print Services to Buyers under this Framework CoPrint Suppliers shall not be permitted to sub-contract print production to other suppliers.
  13. In the event that the Supplier wishes to use their own production facilities, the Supplier shall be required to undertake registration on to the Print Marketplace, and ensure that the supply of Deliverables provided through their own production facilities are limited to a maximum of ten (10) percent of the value of Goods provided.

# **Print Supplier Registration and Approvals**

* 1. The Supplier shall be responsible for the management of Print Supplier registrations and approvals, and ensure that only applicants who meet the standards defined by the Supplier are approved as Print Suppliers.
  2. Registration shall be available to Print Suppliers across the whole of the UK.
  3. The Supplier shall exercise due skill and care in the selection of Print Suppliers, and have appropriate assessment processes in place to ensure that all Print Suppliers have the technical and professional capability, resources and experience to deliver Buyers’ requirements.
  4. The Supplier shall ensure that the assessment process and criteria is transparent to Print Suppliers.
  5. The registration of Print Suppliers shall be open, and continue throughout the lifetime of the Framework Contract.
  6. All approved Print Suppliers shall have the opportunity to provide an instant price or quote for Print Services they are capable of providing.
  7. The Supplier shall ensure that the Print Supplier assessment process and criteria they use includes the following as a minimum:
     + Organisational set up;
     + Trading status and classification;
     + Financial standing;
     + Suitability - Adherence to the Supplier code of conduct;

<https://www.gov.uk/government/publications/supplier-code-of-conduct>

* + - Print production capability;
    - Grounds for mandatory and discretionary exclusion under the Public Procurement Contract Regulations;
    - Compliance with the Modern Slavery Act 2015; and
    - Compliance with mandatory Insurance requirements.
  1. For further information refer to Schedule 16 of the Framework Contract, which contains the minimum organisation details that the Supplier shall capture and the current mandatory and discretionary grounds for exclusion.
  2. It is anticipated that registration requests will be received from a variety of sources including, but not limited to:
     + Suppliers’ own supply chain;
     + Buyers’ Print Suppliers; and
     + independent Print Suppliers.
  3. Print Supplier registration shall consist of a number of phases, including but not limited to:
     1. The initial request submitted by interested Print Suppliers shall be via an expression of interest by applicants through the Print Marketplace;
     2. The Supplier shall acknowledge the registration request within two (2) Working Days;
     3. Information gathering from interested Print Suppliers to enable a suitable assessment to be undertaken in areas such as the production capacity and capability, insurance and accreditations; and
     4. Assessment of the Print Supplier’s application:
        1. It is not a requirement that the Print Supplier assessment is wholly managed within the Print Marketplace; part of the assessment process may be managed offline;
        2. During the initial six (6) months of the Framework Contract assessments shall be completed within Sixty (60) Working Days of the initial request;
        3. During the remaining period of the Framework Contract assessments shall be completed within thirty (30) Working Days of the initial request;
        4. During the lifetime of the Framework Contract the Supplier shall ensure that improvements to processes are adopted where practicable to reduce the period required to complete the Print Supplier assessment process; and
        5. The Supplier shall communicate the outcome of an application to the Print Supplier.
  4. The Supplier shall be responsible for maintaining a full record of all Print Supplier applications to register and assessments on the Print Marketplace, which shall be available to CCS, on request. Records shall include, as a minimum:
     + All applications received;
     + Assessments undertaken; and
     + Outcome of the assessment, i.e. approved, not approved, suspended.
  5. The Supplier shall:
     1. have sufficient resources to accommodate and manage Print Supplier registrations in a timely and efficient manner, throughout the lifetime of the Framework Contract;
     2. encourage Print Suppliers’ registration via a variety of sources, including advertising the opportunity for example in Contracts Finder and suitable trade publications;
     3. support Print Suppliers throughout the registration process, providing guidance and assistant, as required;
     4. ensure all Print Suppliers comply with the Supplier’s registration process;
     5. advise Print Suppliers of their registration status (for example, in progress, approved, not approved, suspended);
     6. undertake testing and validation of key data (such as pricing) with the Print Suppliers as part of the registration process, to ensure such data is input correctly;
     7. ensure Print Suppliers fully understand the process, to enable them to amend their prices;
     8. maintain Print Supplier registrations to ensure validity of certification such as insurance certificates, throughout the life of the Framework Contract;
     9. ensure that Print Supplier certificates (such as insurance certificates) are available on request for Buyers and CCS; and
     10. block or suspend Print Suppliers for underperformance, as necessary, throughout the lifetime of the Framework Contract. For example if Print Suppliers do not meet the required standards of quality or delivery or are no longer trading
  6. **Print Supplier Registration mandatory system features and functionality (immediate)**
     1. The Supplier shall ensure that the Print Marketplace contains the following functionality, which shall be available within the Suppliers’ current version of the system:
        1. Easy to use i.e. an intuitive, menu-driven, user-friendly system;
        2. Capability of providing Print Suppliers with their own user profile in the system, where they are able to login and manage their own updates to pricing, contact information;
        3. Ensures that a Print Suppliers’ data and information is held securely, to ensure it cannot be accessed by other Print Suppliers;
        4. Classifies Print Suppliers by their print manufacturing capability; and
        5. Only allows approved Print Suppliers to be live (i.e. able to provide instant pricing, quotes and fulfil orders) on the Print Marketplace.
  7. **Print Supplier Registration mandatory system features and functionality (go live)** 
     1. The Supplier shall ensure that the Print Marketplace contains the following functionality, within a maximum period of three (3) months from Framework Contract award and prior to go live:
        1. Capability of suspending / blocking Print Suppliers by the Supplier from the system;
        2. Be capable of managing the registration of Print Suppliers from a variety of sources, such as:
     + Suppliers’ own Print Suppliers from their current supply chain;
     + Buyers’ Print Suppliers; and
     + Independent Print Suppliers.
       1. Following receipt of a secure method of access, allow Print Suppliers to undertake self-registration i.e. they are able to input their company information (such as their location, pricing, capability, contact information) into the Print Supplier section of the system.

# **Buyer on-boarding to the Print Marketplace**

* 1. The Supplier shall be responsible for the on-boarding of Buyers to the Print Marketplace.
  2. The Supplier shall:
     1. manage the on-boarding of a variety of Buyer organisations, which may vary in size and scale; for example, Buyer organisations may have only one end user or may have multiple end users;
     2. obtain sufficient Buyer organisation profile information to enable Buyers to be set up to use the Print Marketplace, such as Buyer organisation name, location, and payment process;
     3. assist Buyer organisations to ensure that Buyers have sufficient guidance and support available to them so that they are able to confidently use the Print Marketplace;
     4. have sufficient flexibility and resources to manage a range of Buyer organisations;
     5. provide appropriate training and support to both individual end users and Buyer organisations to ensure an efficient and easy on-boarding experience; and
     6. if required by the Buyer organisations, the Supplier shall delete/suspend end users.
  3. **Buyer on-boarding mandatory system features and functionality (immediate)**
     1. The Supplier shall ensure that the Print Marketplace contains the following functionality, which shall be available within the Supplier’s current version of the system:
        1. A secure system which includes a process to ensure that individual Buyers registering as users are verified users of the Buyer organisation;
        2. Aligns Buyer profiles to their own Buyer organisation and provides a Buyer with secure access to the Print Marketplace, and to their own Buyer organisation information only;
        3. Provides users with a unique user ID and password to enable secure log on;
        4. Holds each Buyer organisation’s data and information securely, to ensure that data cannot be accessed by other Buyer organisations;
        5. Holds delivery addresses input by Buyers in the system, so that Buyers do not need to input delivery addresses for each order; and
        6. Allows specific delivery information or instructions to be added to orders, for example via a free text field, by Buyers when orders are placed.
  4. **Buyer on-boarding mandatory system features and functionality (go live)** 
     1. The Supplier shall ensure that the Print Marketplace contains the following functionality, within a maximum period of three (3) months from Framework Contract award and prior to go live:
        1. Capable of providing an audit trail to track the activity of individual Buyers;
        2. Capable of scalability to accommodate the required number of Buyer logins and end users.
  5. **Buyer on-boarding non-mandatory system features and functionality**
     1. If required, the following non-mandatory functionality may be adopted as part of the future development of the Print Marketplace, following consultation with CCS:
        1. As part of their profile authentication, Buyers can have their organisation’s delivery addresses pre-loaded into the system, which would be undertaken as part of the organisations on-boarding process.

# **Buyer Service Support**

* 1. The use of a Print Marketplace to purchase print will be a change of process for many Buyers. To ensure the success of the Print Marketplace, the Supplier shall provide Buyers with the necessary support to encourage use of the system.
  2. The Supplier shall be the single point of contact for Buyers throughout the lifetime of the Framework Contract, and shall provide:
     1. appropriate training and support material, such as system prompts, user guides and frequently asked questions;
     2. A process whereby Buyers can provide feedback on a Print Supplier’s performance ;
     3. an escalation route for Buyers; and
     4. timely updates to Buyers on the progress of queries and proposed resolution of issues.
  3. The Supplier shall provide a free of charge Supplier staffed helpline, to assist with any system difficulties, for example, where assistance is required to log on to the Print Marketplace.
  4. The Supplier shall provide additional support including, but not limited to, telephone support, and additionally live chat and/or instant messaging solutions. The Supplier must not rely on frequently asked questions (FAQs) alone to provide guidance.
  5. The Supplier helpline (for both implementation and for the duration of the Framework Contract) shall be available from Monday to Friday, 08:30 to 17:30 excluding UK Bank Holidays. The helpline shall be a non-premium rate number. An 0800 number and/or a 01, 02, 03 prefix telephone number shall be offered.
  6. All queries relating to the Print Marketplace, including logging in, shall be dealt with by the Supplier helpline, and not by CCS.
  7. The Supplier helpline support must be provided by Supplier staff with the relevant skills and knowledge required to provide support to Buyers on the Print Marketplace.
  8. The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that the service is not compromised during periods of peak demand.
  9. The helpline number shall be made visible on the Print Marketplace. Assuming a standard working week pattern, telephone messages (voicemail) shall be responded to within 24 hours.
  10. **Complaints Handling**:
      1. The Supplier shall be responsible for the management and resolution of all issues and complaints associated with the production of print requirements. This shall include management of complaints regarding, for example, quality or delivery issues.
      2. The Supplier shall provide a robust and auditable complaints procedure for logging, tracking, investigating, managing, escalating and resolving complaints initiated by the Buyers.
      3. The Supplier shall analyse and identify any patterns to enable prompt mitigation.
      4. The complaints procedure shall comply with the following:
         1. All complaints shall be logged and acknowledged within twenty-four (24) hours of receipt (assuming a standard working week pattern);
         2. All complaints shall be resolved within ten (10) working days of the original complaint being made, unless otherwise agreed with the Buyer;
         3. The Supplier shall ensure that the Print Supplier replaces any returned or faulty Goods with items of the same price and quality within ten (10) working days from the date the complaint is made; and
         4. All complaints shall be recorded, together with the actions and timescales taken to resolve the complaint.
      5. The Supplier shall provide an escalation route for any complaints that have not been resolved within the specified timescales.
      6. The Supplier shall consult with the Print Supplier and the Buyer to make an informed decision about the best way to resolve any dispute. Examples may include the following:
         1. Print Suppliers reprinting the job, at no additional cost to the Buyer;
         2. Offering a discount in order to satisfy the Buyer complaint;
         3. Withholding payment from the Print Supplier, although this should happen only as a last resort; and
         4. Where a Print Supplier is not paid for a job due to quality or delivery issues and the dispute is considered resolved, the Supplier shall ensure the Buyer receives a full refund in a prompt manner.
  11. **Buyer Service Support mandatory system features and functionality (immediate)**
      1. The Supplier shall ensure that the Print Marketplace contains the following functionality, which shall be available within the Supplier’s current version of the system:
         1. Facilitate feedback from Buyers (via a digital method) on the quality and delivery of Goods from Print Suppliers; and
         2. Provide the Suppliers with visibility of all orders placed by all Buyers.
  12. **Buyer Service Support mandatory system features and functionality (go live)**
      1. The Supplier shall ensure that the Print Marketplace contains the following functionality, within a maximum period of three (3) months from Framework Contract award and prior to go live:
      + Online help function where Buyers are able to communicate with the Supplier, for example via live chat/instant messaging
      + Online user guides to support Buyers’ use of the system; and
      + The Supplier helpline shall be visible on Print Marketplace.
  13. **Buyer Service Support non-mandatory system features and functionality** 
      1. The following non-mandatory functionality may be adopted as part of the future development of the Print Marketplace, following consultation with CCS:
         1. In the event that Buyers require an approval process to be part of their organisation’s approach to using the Print Marketplace, the Supplier shall advise on the options available to accommodate their specific requirements, and provide the necessary support to allow an efficient implementation; and
         2. To improve the management and visibility of complaints resolution, the Print Marketplace may provide Buyers with a record of their complaints, details of progress and resolution of their complaints.

# **Print Products**

* 1. The type of print products to be ordered via the Print Marketplace will be non-complex print which shall be Buyer-led. It is anticipated that this will include items such as all printed business material, marketing material and printed promotional items, for example:
     + Business cards;
     + Flyers;
     + Leaflets;
     + Newsletters;
     + Brochures;
     + Small direct mail requirements;
     + Exhibition and display graphics;
     + Installation of exhibition and display graphics;
     + Promotional goods
     + Labels and Stickers
     + Low volume storage and fulfilment services
     + Alternative formats
  2. The Framework Contract **excludes** the following:
     + End to end print management services, for example, complex multi-component print requirements
     + High volume storage and fulfilment services;
     + Large direct mail campaigns;
     + Publishing services for official publications; and
     + Digital communications such as emails or text messaging services.

# **Buyers’ Requirements**

* 1. Buyers shall be able to easily specify their print requirements using the Print Marketplace, which shall be user friendly and intuitive for the non-print expert. Appropriate images and guidance shall be available.
  2. The Print Marketplace shall have the capability to support Buyers to fulfil their print requirements in one of the following ways:
     1. Click and buy: Allowing the Buyer to choose from a range of pre-loaded templates for everyday print items (such as business cards, stationery and promotional goods). The Buyer can make bespoke amends to include, for example, the addition of their logo/address. The Print Marketplace will provide the Buyer with an instant price.
     2. Click and buy – Customise: Allowing the Buyer to choose from a range of pre-defined product categories (such as leaflet, posters, booklets and business cards) and select variations relevant to the product attributes (such as. size, paper type, orientation, finishing and quantity) to capture a print specification and to return an instant price;
     3. Request for Quote (RFQ): Allowing the Buyer to enter a bespoke specification, via Print Marketplace which is outside of the pre-defined product categories, and therefore cannot necessarily be instantly priced through the Print Marketplace. The Print Suppliers registered with the appropriate manufacturing capability shall be contacted to provide a quote; The Supplier shall ensure that the request for quote is managed via the Print Marketplace and not via their own supply chain and
     4. Catalogues: Allowing Buyer organisations to create a catalogue of their print templates ready for future use and to enable efficient re-ordering, and facilitate the use of Buyer brand guidelines, as defined by the Buyer organisation.
  3. **Buyers’ Requirements mandatory system features and functionality (immediate)**
     1. The Supplier shall ensure that the Print Marketplace contains the following functionality, which shall be available within the Supplier’s current version of the system:
        1. User friendly and intuitive for the non-print expert. Appropriate images and guidance shall be available;
        2. Provide a click and buy option (see paragraph 11.2.1);
        3. Provide a click and buy – customise option (see paragraph 11.2.2)
        4. Allow Buyers to upload their own artwork to the Print Marketplace in a variety of suitable file formats (for example Quark, Illustrator, PDF);
        5. Allow Buyers to request design and artwork services;
        6. Accommodate the upload of large artwork files (over 20MB); and
        7. Enable Buyers to view and export print-ready PDF proofs before confirming their order.
  4. **Buyers’ Requirements mandatory system features and functionality (go live)** 
     1. The Supplier shall ensure that the Print Marketplace contains the following functionality, within a maximum period of three (3) months from Framework Contract award and prior to go live:
        1. Provide an RFQ option (see paragraph 11.2.3)
        2. Capable of holding Buyers’ designs for future use, which they can easily access as required;
        3. Allow Buyers to select previous orders (by unique order number) and re-price and create a new order;
  5. **Buyers’ Requirements mandatory system features and functionality (12 months)**
     1. The Supplier shall ensure that the Print Marketplace contains the following functionality, within a maximum period of twelve (12) months from Framework Contract award:
        1. Provide a Catalogues option. (See paragraph 11.2.4).
        2. Provide the Buyer with Carbon emissions data at quotation stage.
        3. Provide the Buyer with the ability to offset the carbon emissions.

# **Instant Pricing, Request for Quotes and Pricing**

* 1. Following the input of their print requirements into the Print Marketplace, Buyers shall be provided with an instant price, based on their print requirements via their chosen filters. Instant prices shall be available from the full range of Print Suppliers capable of providing the Print Services.
  2. The system shall allow Buyers to view instant pricing and allow them to easily determine the most suitable price that meets their requirements
  3. Buyers shall be able to filter pricing depending on, for example:
     + Lowest price;
     + Print Supplier location; and
     + Delivery lead time.
  4. Buyers shall be able to order Goods in real time from their chosen Print Supplier.
  5. The Supplier shall ensure that:
     1. Only approved Print Suppliers with suitable printing manufacturing capabilities are able to provide prices;
     2. Prices are instantly available for click and buy and click and buy - customise options; and
     3. Prices provided for all options shall be the best price on the day.
  6. Where Buyer requirements are non-standard or not available via the click and buy or click and buy - customise options; the system shall provide a RFQ function to allow Buyers to request quotations from Print Suppliers.
  7. Where Buyers use the Request For Quote (RFQ) feature, the Supplier shall ensure that:
     1. Quotes clearly state the validity period.
     2. Only approved Print Suppliers with suitable printing manufacturing capabilities are able to provide quotes.
     3. Quotes are provided within the timescales specified by the Buyer or within a maximum of three (3) Working Days via Print marketplace and the Buyer shall receive an alert of email to notify they have been sent.
     4. Buyers are able to select the quote that best meets their need and place an order in real time from their chosen Print Supplier.
  8. All prices provided (via either instant pricing or RFQ) shall be transparent and identify the total cost of the print with a price breakdown identifying the following, as a minimum:
     + Production costs
     + Material costs
     + Distribution costs
     + Supplier Fee
  9. Print Suppliers’ pricing must be dynamic, to be able to reflect the current market conditions. For example, a Print Supplier may have spare production capacity enabling them to offer reduced pricing, or if Print Suppliers have been unsuccessful in securing print work, they may wish to reduce their prices to be more competitive.
  10. The Supplier shall ensure that the price amendment process to undertake price amendments in the Print Marketplace is straightforward, quick and easy to apply.
  11. The Supplier shall ensure that:
      1. Print Suppliers fully understand the price amendment process to enable them to amend their prices; and
      2. Print Suppliers are provided with the necessary training and support to ensure that they are fully able to input their prices into the system quickly and proficiently.
  12. **Instant Pricing, Request Quotes and Pricing** **mandatory system features and functionality (immediate)**
      1. The Supplier shall ensure that the Print Marketplace contains the following functionality, which shall be available within the Supplier’s current version of the system:
         1. Capable of providing instant pricing i.e. following Buyers’ input of their requirements via the click and buy or click and customise options, the Print Marketplace shall display pricing straight away on the system;
         2. Only allow Print Suppliers with the appropriate print manufacturing capability to provide instant pricing;
         3. Ensure that the instant pricing provided is only visible to the Buyer organisation which requested it;
         4. Ensure instant pricing provided:
      + is in GBP (Pound Sterling);
      + states weights and sizes in metric;
      + is for the total price payable by the Buyer (including all fees);
      + is displayed in a clear, easy to read format;
      + is able to be printed by Buyers;
      + clearly states the validity period; and
      + includes information on the production lead time, to enable Buyers to be aware of the lead time once they place an order.
        1. Capable of providing a summary view of instant pricing which can be viewed online (on a web-browser) and can be sorted as a minimum lowest to highest price;
        2. Allow Print Suppliers to amend their pricing at any time and the price amendment/s shall be live in the Print Marketplace following the system refresh and no later than close of business the next Working Day;
        3. Allow Print Suppliers to easily amend their prices and shall maintain a record of price amendments made by Print Suppliers;
  13. **Instant Pricing, Request for Quotes and Pricing** **mandatory system features and functionality (go live)**
      1. The Supplier shall ensure that the Print Marketplace contains the following functionality, within a maximum period of three (3) months from Framework Contract award and prior to go live:
         1. Ensure that quotes and prices include a breakdown of pricing, including the following, as a minimum:
      + production costs;
      + material cost;
      + distribution costs; and
      + the Supplier Fee
        1. Enable Buyers to filter instant prices provided by Print Suppliers by distance from the delivery location;
        2. Capable of providing RFQs;
        3. Ensure that only Print Suppliers with the appropriate print manufacturing capability are able to provide quotes;
        4. Ensure quotes provided are only visible to the Buyer organisation which requested them;
        5. Ensure that quotes provided:
      + is in GBP;
      + states weights and sizes in metric;
      + is for the total price payable by the Buyer (including all fees);
      + is displayed in a clear, easy to read format;
      + is able to be printed by Buyers;
      + clearly states the validity period; and
      + includes information on the production lead time, to enable Buyers to be aware of the lead time once they place an order.
        1. Print Marketplace shall be able to provide a summary view of quotes which can be viewed on line and can be sorted as a minimum lowest to highest price and by Print Suppliers by distance from the delivery location
        2. Allow buyers to archive expired or unwanted quotes;
  14. **Instant Pricing Request for Quotes and Pricing** **mandatory system features and functionality (12 months)**
      1. The Supplier shall ensure that the Print Marketplace contains the following functionality, within a maximum period of twelve (12) months from Framework Contract award:
         1. Ability to facilitate the control of rates charged for print products via a maximum rate mechanism.

# **Ordering**

* 1. The Supplier shall ensure that Buyers are able to easily and instantly order their print requirements via the Print Marketplace, and to clearly identify which Print Supplier they wish to fulfil their print requirements.
  2. All purchase orders shall be in the name of the Supplier.
  3. The Buyer shall be able to freely select the Print Supplier they wish to fulfil their requirements; the decision on which Print Supplier is selected shall be the Buyers.
  4. The Supplier shall confirm receipt of all purchase orders to the Buyer, and that they are proceeding to fulfil the order within one (1) Working Day of receipt.
  5. In the event that the Buyer does not select the lowest priced offer, the rationale for this decision shall be captured via the Print Marketplace. This shall include reasons such as Print Supplier location and speed of delivery. The reasons shall be captured via a set of reason codes.
  6. Reason codes and descriptions shall be developed jointly by the Supplier and CCS.
  7. The Supplier shall ensure that:
     1. an efficient order placement process is established, to allow Buyers to easily issue orders for their print requirements; and
     2. Print Suppliers receive details of Buyers’ orders via an email and or via the Print Marketplace, so that they are able to manage Buyers’ orders in a timely and efficient manner.
  8. **Ordering mandatory system features and functionality (immediate)**
     1. The Supplier shall ensure that the Print Marketplace contains the following functionality, which shall be available within the Supplier’s current version of the system:
        1. Provide an easy to use click and buy facility, allowing Buyers to order their print via the system;
        2. Allow Buyers to place their order with the Print Supplier of their choice;
        3. Ensure that relevant data fields (including delivery address, product/print requirement description, price, and Print Supplier) in the ordering feature are mandatory fields, to ensure minimum data is captured when Buyers place their order;
        4. Only allow orders to be produced when all the mandatory fields are completed;
        5. If the Buyer does not complete all the mandatory fields, the system will indicate the incomplete or missing data;
        6. Pre-populate standard data that can be obtained from a Buyer’s profile information, to ensure that Buyers do not need to re-input details including the Buyer organisation name;
        7. Provide a free text field on orders, to allow Buyers to include additional delivery instructions, such as delivery floor, department location or any delivery restrictions, or if the print produced is of a sensitive nature and will require secure transportation.
        8. Maintain a record of all orders placed which is easily accessible by Buyers; and
        9. Allow Buyers to view or track the progress of their order.
  9. **Ordering mandatory system features and functionality** **(go live)**
     1. The Supplier shall ensure that the Print Marketplace contains the following functionality, within a maximum period of three (3) months from Framework Contract award and prior to go live:
        1. Once orders are produced;
     + provide Buyers with a unique order number;
     + send an email confirmation to the Buyer and/or a provide a system alert that the order has been successfully placed;
     + advise Print Suppliers via an email confirmation or system alert that an order has been placed which they are required to fulfil; and
     + allow the Supplier to confirm to Buyers that they have received their order, and that they are proceeding to fulfil the requirements within one (1) Working Day of receipt of the order.
       1. In the event that a Buyer does not order their print requirements from the lowest priced quote (or instant price) available, the Print Marketplace shall prompt the Buyer to select a reason code from a list of pre-defined codes, to provide a rationale for their decision;
       2. Include a feature which Buyers can select to fulfil the delivery requirements, either by collecting the Goods or using their own arrangements such as couriers.
       3. Allow Buyers to place orders for more than one item or multiple products, for example allowing Buyers to place items in a basket prior to the final order completion.
       4. Allow Buyers to accept the Call Off Terms via a checkbox (with a link to the Call Off Terms) before completing the order. An order cannot be placed until the Buyer has ticked the checkbox.
       5. Allow Buyers to accept the Processing Personal Data terms set out in Annex 1 via a separate checkbox (with a link to Annex 1 of the Call Off Terms). This Annex has been pre populated by CCS on behalf of Buyers and needs to be explicitly agreed to before an order can be placed. An order cannot be placed until the Buyer has ticked the checkbox. In the event a Buyer does not agree to the pre-populated Annex 1 terms, they will either (a) provide the supplier with any further written instructions with respect to Processing of the data or (b) cease the order and be referred to the Print & Digital Communications framework.

# **Delivery of Goods**

* 1. The Supplier shall ensure that a full UK national delivery service is provided (including Northern Ireland, Scotland and Wales), to accommodate the wide range of Buyer organisations.
  2. Deliveries to Buyers’ premises shall be made between the hours of 08:00 to 17:00 Monday to Friday throughout the year (excluding UK public holidays). Deliveries will not normally be accepted on Saturdays, Sundays or UK public holidays, unless previous notification is given and approved by the Buyer.
  3. All deliveries must be in sound condition, securely packaged and display the full address of the recipient of the order.
  4. Buyers shall advise the Supplier if any print is of a sensitive nature and requires additional security measures or controls to be undertaken. The Supplier shall ensure appropriate secure controls are established for the secure transportation and delivery of such Goods when required.
  5. Any special requirements relating to acceptance of a delivery of an order will be advised by the Buyer.
  6. The Supplier shall be flexible in accommodating Buyers’ delivery preferences. Buyers may not require the Print Suppliers to deliver Goods, and may wish to make their own arrangements, such as collecting the Goods themselves or utilising their own courier.
  7. If Buyers wish to make their own delivery arrangements, the Print Supplier shall facilitate this request.
  8. Buyers may have access to their own separate courier and/or postal contract, and may opt to use this means of delivery. CCS therefore seeks a co-operative approach by both the Supplier and Print Supplier in considering opportunities for Buyers to utilise this option, including the delivery of orders via other CCS commercial agreements.

# **Return of Goods**

* 1. If the Print Supplier fails to supply the correctly ordered Goods, or the quantity required, the Supplier shall ensure that the Print Supplier delivers to the Buyer the correct Goods within a timescale agreed by the Buyer.
  2. The Supplier should be aware that the Buyer may have no facility to return Goods. If a Print Supplier incorrectly fulfils an order by sending faulty, non-conforming, incorrect or the wrong quantity of Goods, then the Buyer shall not be required to pay for those Goods. The Buyer will advise the Supplier of any incorrect Goods within an agreed timescale and, if they wish to retrieve such Goods, the Supplier shall ensure that the Print Supplier does so at their own expense and at a time suitable to the Buyer.

# **Payment**

* 1. The Supplier shall be responsible for the management of all payments relating to this Framework Contract. This shall include:
     1. Taking payment for orders from Buyers;
     2. Payment of all Print Suppliers for Print Services they have provided to Buyers, ordered as part of this Framework Contract; and
     3. Paying CCS levy (Management fee) within 30 days of the date of the invoice
  2. The Supplier shall establish a prompt payment process to ensure that Print Suppliers are paid in a timely and efficient manner.
  3. The Supplier shall ensure that:
     1. A robust process is established to ensure payment of Print Suppliers. Where the traditional order / invoice process is used by Buyers, this shall be within a maximum of 30 days for undisputed invoices; and
     2. Where the payment is processed by purchase card, the payment of Print Suppliers shall be within a maximum of 7 days.
  4. The method of payment for Goods placed may differ, depending on the payment options available to each Buyer organisation.
  5. The Supplier shall provide a range of payment and invoicing processes for Buyers. The Buyer shall specify their payment process as part of their on-boarding phase, and the Supplier shall be flexible in accommodating each Buyer’s requirement in respect of payment, such as:
     + Purchasing / payment cards payment process (this shall include all types of card payment required by the Buyer organisation);
     + Order / Invoice payment; and
     + Punch-out payment.
  6. The Supplier shall assist Buyers to support the adoption of the most efficient methods of payment throughout the duration of the Framework Contract.
  7. **Order Invoice process**
     1. The use of the order invoice process as a method of payment may not be able to be managed in its entirety within the Print Marketplace. There may be a requirement for a manual intervention to secure payment, for example, validating the order number provided by Buyers, allowing invoices to be created to ensure payment can be processed.
  8. **Payment mandatory system features and functionality (immediate)**
     1. The Supplier is required to have either the purchase card payment process or the order invoice payment process available within the Supplier’s current version of the system
        1. The purchase card payment process shall
           + Enable Buyers to use their organisation’s own purchasing card;
           + Only release payment following the delivery of Goods
        2. The order invoice payment process shall
           + Only release payment following the delivery of Goods
  9. **Payment mandatory system feature and functionality (go live)**
     1. The Supplier shall ensure that the Print Marketplace contains the following functionality, within a maximum period of three (3) months from Framework Contract award and prior to go live:
        1. The Supplier shall ensure that both the purchase card payment process and the order invoice payment process is available for go live of Print Marketplace
        2. Facilitate Buyer organisations who wish to use a punch-out payment process, where this is appropriate.

# **Promotion of the Framework Contract**

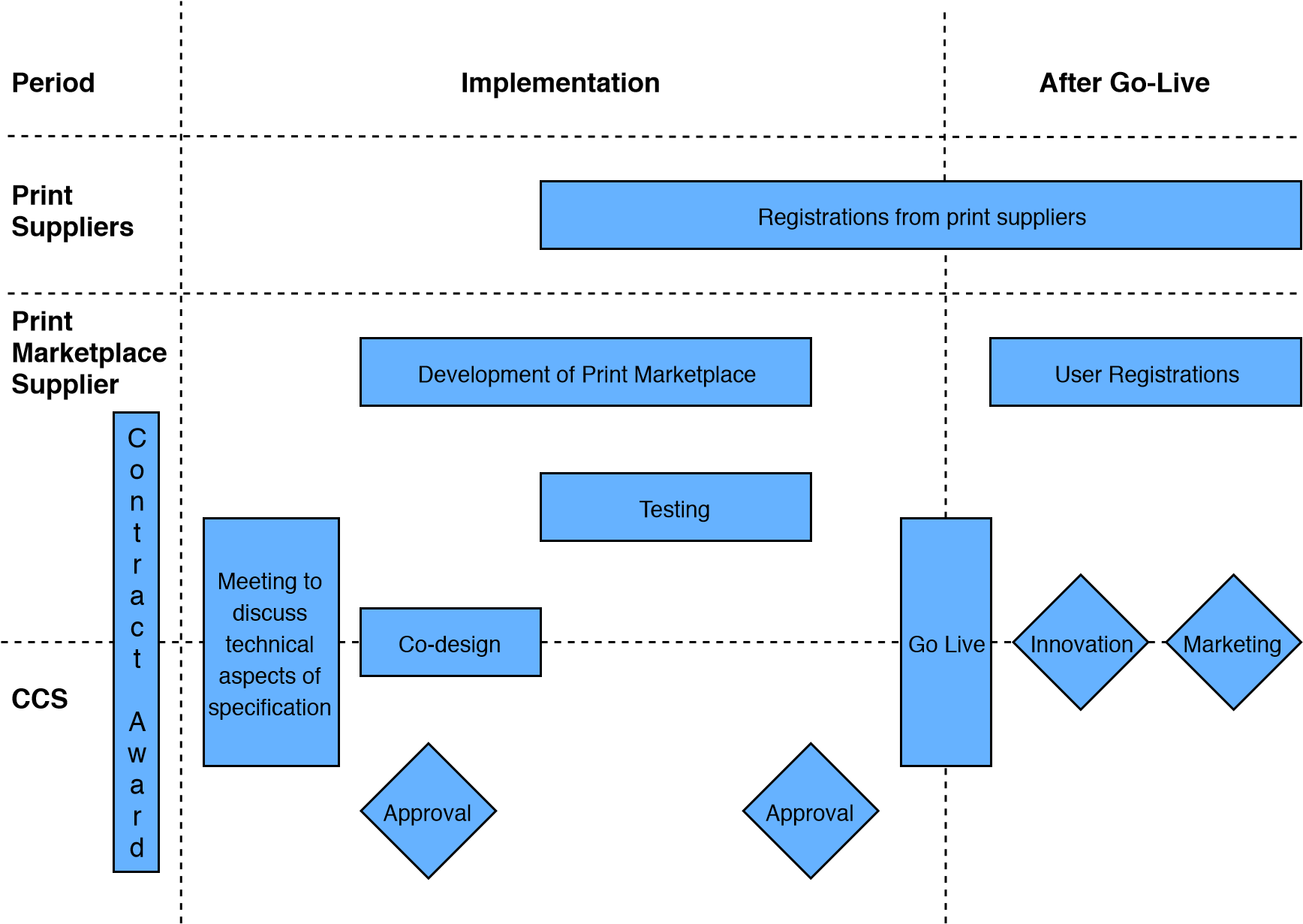
* 1. The Supplier shall take into account that the key to the success of this Framework Contract will be the use of the Print Marketplace by a wide range of Buyer organisations.
  2. The Print Marketplace will be a new way of buying for many public sector Buyers, and a change in buying behaviour can take time and persistence to implement.
  3. The Supplier shall be aware that some Buyers may not have used CCS Framework Contracts previously for their print requirements, and may have used local print providers to provide their print needs.
  4. The Supplier shall engage effectively with CCS and Buyer organisations to positively promote the Framework Contract, to attract users and to increase spend. Activities relating to the promotion of the Print Marketplace are expected to commence shortly after the award of the Framework Contract, prior to the full launch of the completed Print Marketplace and throughout the lifetime of the Framework Contract.
  5. The Supplier shall:
     1. develop and manage a robust marketing strategy to promote the Print Marketplace to both Buyer organisations and Print Suppliers;
     2. regularly review the marketing strategy to ensure continued effectiveness;
     3. undertake promotional activities before, during and after launch of the Framework Contract;
     4. make public sector organisations aware of the Framework Contract and the value that can be achieved by Buyers utilising the Print Marketplace, and encourage Buyer organisations to use the Print Marketplace; and
     5. undertake activities to promote registration of Print Suppliers.
  6. Marketing activities shall include:
     1. regular promotion of the Print Marketplace via paper and electronic means;
     2. provision of promotional material such as newsletters, posters, and leaflets at no additional cost to CCS;
     3. attendance at Public sector events; and
     4. attendance at Buyer organisation locations.

# **Implementation and Go Live - Mandatory Requirements**

* 1. The Supplier shall take into account that the Print Marketplace will be a new system for many Buyer organisations, and therefore it is imperative that the Supplier has in place a robust approach to the development, set up, testing, and go live process for the Print Marketplace.
  2. The Supplier shall ensure that the Print Marketplace will include a single sign-on functionality service to access the portal.The Supplier shall also be expected to integrate with the Crown Commercial single sign-on gateway when made available. See paragraph 2 Digital Requirements.
  3. The Supplier shall work in consultation with CCS’ IT Digital Services Directorate (DSD) at the implementation and go live stage to ensure a systematic, planned and robust implementation.
  4. The Supplier shall agree a testing period during the implementation and go live stage with CCS. Services may need to be formally assessed, either by the Government Digital Service (GDS) or CCS, to confirm that it is being built in a way that meets the Government [Digital Service Standard,](https://www.gov.uk/service-manual/service-standard) as set out in:

[https://www.gov.uk/service-manual/helpingpeople-to-use-your-service/making-your-service-accessible-an-introduction](https://www.gov.uk/service-manual/helping-people-to-use-your-service/making-your-service-accessible-an-introduction)

* 1. On award of the Framework Contract, the Supplier shall appoint a suitably skilled and experienced implementation team with a named implementation manager. The Supplier shall provide the name of the implementation manager to CCS within five (5) Working Days of the award of the Framework Contract.
  2. The implementation manager shall work with CCS to agree and deliver an implementation plan, which shall be available for review by CCS no later than three (3) weeks of Framework Contract award.
  3. The implementation plan shall include, but not be limited to:
     1. configuration of the Print Marketplace (including branding, Buyer registration and Supplier registration);
     2. testing the digital service with CCS and Buyers;
     3. data security requirements;
     4. Buyer on-boarding;
     5. launch and promotion of the service to CCS’ existing and potential Buyers;
     6. provision of reports; and
     7. A plan for ensuring all mandatory features and functionality which are not in the Suppliers’ current version of the system are available prior to the go live of the Print Marketplace. Please refer to Table 1 below for a high level summary of implementation phases and activities.
  4. When a new feature is introduced under the terms of the Framework Contract, the Supplier shall develop an appropriate implementation plan.
  5. During implementation the Supplier shall provide training to the CCS category management team on the use of the Print Marketplace, which may include, but not be limited to, user guides, training sessions, webinars and videos.
  6. The Supplier shall be aware that the Buyer’s hardware and software may vary significantly, including internet browser and operating systems

**Table 1 Summary Implementation Phases and Activities**

# **Management Information and Data Reporting Requirements**

* 1. The Supplier shall ensure that robust data is captured to monitor the use of the Print Marketplace and ensure value for money is provided.
  2. All data and information that the Supplier is obliged to supply or make available to CCS under paragraphs 19.8 and 19.10 shall be considered “Management Information” for the purposes of the terms and conditions of the Framework Contract, unless agreed otherwise by CCS, and must be provided monthly as part of the MI Report in accordance with Schedule 9 (Management Charges and Information) of those terms and conditions.
  3. The Supplier shall ensure that Buyers are able to easily access data on their transactions via the Print Marketplace, to demonstrate the benefits for Buyer organisations.
  4. The Supplier shall ensure that CCS has access to all system data relating to the Framework Contract via reporting functionality within the Print Marketplace.
  5. Buyer organisations’ access shall be restricted to their own organisation’s data only.
  6. The Supplier shall ensure that information such as number of orders placed, spend and Print Suppliers selected, as well as feedback on delivery performance, is available.
  7. The format for reporting requirements shall include both presentation of the raw data and summary dashboard reports. The format shall be finalised with CCS during the implementation phase of the Framework Contract. The Supplier shall be subject to a monthly reporting cycle .
  8. The Supplier shall fulfil all of the reporting requirements detailed below throughout the lifetime of the Framework Contract:
     1. A process shall be established to provide CCS with data on the spend activity from all Buyer organisations;
     2. A process shall be established to provide CCS with information on Print Supplier registrations;
     3. A process shall be established to allow Buyer organisations to access their own spend details; and
     4. A reporting process shall be established to allow benchmarking of prices paid by Buyers, to demonstrate the value for money achieved by using the Print Marketplace.
  9. The Supplier shall monitor, measure and report to CCS on:
     1. how the Print Marketplace charges are being calculated;
     2. how Print Suppliers are performing in terms of pricing, delivery and quality;
     3. which Print Suppliers are receiving orders;
     4. the value of orders placed with Print Suppliers in the Supplier’s own production facilities, and within their own supply chain;
     5. which Print Suppliers are operating most successfully;
     6. paper usage;
     7. which Buyer organisations are using the Print Marketplace;
     8. how many RFQs are being produced;
     9. out of the RFQs issued, how many result in the placement of orders by Buyers;
     10. the carbon emissions generated by all jobs produced; and
     11. the value (£) of work placed via the Print Marketplace.
  10. The Supplier shall support the wider agenda of sustainability in terms of the social value, economic and environmental impact of Buyers’ operations, through the provision of data within the management information which supports Buyers’ objectives.
  11. To allow the provision of a self-serve reporting function in the Print Marketplace, a record of orders placed shall be maintained, which shall include the following details, as a minimum:
      + Buyer organisation;
      + Print Supplier selected;
      + Description of the print provided; and
      + Total price.
      + Sustainability impacts (e.g. carbon emissions)
  12. **Reporting mandatory system features and functionality** **(immediate)**
      1. The Supplier shall ensure that the Print Marketplace contains the following functionality, which shall be available within the Supplier’s current version of the system:
         1. Have the capability of providing reports to both CCS and Buyers to obtain information on expenditure.
  13. **Reporting mandatory system features and functionality (go live)**
      1. The Supplier shall ensure that the Print Marketplace contains the following functionality, within a maximum period of three (3) months from Framework Contract award and prior to go live:
         1. reports which capture activities across all Buyer organisations (this reporting requirement shall be restricted to CCS only);
         2. the capability to provide self-serve reports which capture activities for each of the Buyer’s own organisations, allowing Buyers to access their own data only, including number of orders placed, values and exception reporting when Buyers do not select the lowest instant price or quote;
         3. the capability to provide reports on Print Supplier registrations;
         4. the inclusion of reason codes to capture instances when Buyers do not select the lowest priced quotes or prices;
         5. the capability to provide reports, for CCS and the appropriate Buyer organisation, to identify Buyer behaviour such as selecting the lowest price quotation, selecting Print Suppliers based on location, or the speed of delivery, using the reason codes.
      2. Reporting requirements may be unique to this Framework Contract in terms of the specific structure of reports; this will need to be developed and configured to ensure such reports are available. Where practical, it is envisaged that the reports will be available via a self-serve process.
      3. Reporting requirements may evolve over the lifetime of the Framework Contract. The Supplier shall ensure that there is sufficient flexibility within the solution to accommodate future reporting needs.
  14. **Reporting non-mandatory system features and functionality**
      1. It is anticipated that larger Buyer organisations with multiple end users may require different types of reporting access, depending on the Buyer’s profile.
      2. The following non-mandatory functionality may be adopted as part of the future development of Print Marketplace, following consultation with CCS:
         1. If required the Print Marketplace shall provide reports across the whole Buyer organisation, taking into account the organisation set up of the particular Buyer organisation. Such capability is anticipated to be available to a specified group of individuals within each Buyer organisation, such as those with administration type profiles rather than all individual system users.

# **Security Assurance**

* 1. The Supplier shall work with CCS to perform security assurance and shall provide a Security Assurance Statement for approval by CCS’s Senior Information Risk Owner.
  2. The Supplier shall review the Security Assurance Statement on an annual basis and shall advise CCS and Buyers if the security risk profile has changed. CCS will share the Security Assurance Statement with Buyers.
  3. The Supplier shall note that Buyers may require a separate Security Risk Management Review as part of the Buyer organisation’s on-boarding requirements.

# **Security Objectives and Outcomes**

* 1. The Supplier shall deliver the service in accordance with the HMG Security Policy Framework:

<https://www.gov.uk/government/publications/security-policy-framework>

* 1. The Supplier shall implement Security Architecture that considers all of the technology, people and processes relating to the service. The Security Architecture shall be designed to achieve the following security goals:
     1. Make an initial compromise of the system difficult;
     2. Limit the impact of any compromise;
     3. Make disruption of the system difficult; and
     4. Make detection of a compromise easy.
  2. The Supplier shall:
     1. ensure that the security standards defined within CCS’s Digital and Technology Strategy are incorporated into the service delivery. See Digital Technology Strategy pdf document provided as part of this Bid Pack;
     2. evidence compliance with the HMG Minimum Cyber Security Standard (Plus);

<https://www.gov.uk/government/publications/government-functional-standard-govs-007-security>

* + 1. ith the National Cyber Security Centre (NCSC) Cloud Security Principles;

<https://www.ncsc.gov.uk/collection/cloud-security?curPage=/collection/cloud-security/implementing-the-cloud-security-principles>

* + 1. evidence that the Software Delivery Life cycle is undertaken securely through the application of the NCSC Secure Development and Deployment Guidance;

<https://www.ncsc.gov.uk/collection/developers-collection?curPage=/collection/developers-collection/principles>

* + 1. undertake an IT Security Penetration Test and annually thereafter. The IT Security Penetration scope shall be agreed by CCS and shall address the five security controls underpinning the Cyber Essentials scheme.

<https://www.ncsc.gov.uk/information/check-penetration-testing>

* + 1. The Supplier shall provide certificated evidence of compliance with ISO/IEC 27001:2022 by a UKAS approved certification body or that they are included within the scope of an existing certification of compliance with ISO/IEC 27001:2022;
    2. The Supplier and any Subcontractors that have access to Buyer data or who process Buyer data shall be certified as compliant with the Cyber Essentials scheme. The Supplier shall provide CCS with a copy of the certificate of compliance before the Supplier or the relevant Sub-contractor shall be permitted to store, process or access OFFICIAL data provided by the Buyer. Any exceptions to the flow-down of the certification requirements to third party suppliers and Subcontractors shall be agreed with CCS; and
    3. The Supplier shall provide certificated evidence of compliance and that of any Subcontractor that is processing payment card data with PCI/DSS v3.2.1 by a PCI/DSS Qualified Security Assessor (QSA) who is qualified by the PCI Security Standards Council.

# **Service Security Assurance**

* 1. The Supplier shall provide evidence of the delivery of the service Security Objectives and Outcomes and the associated measures for each of the following in support of the production of the Security Assurance Statement.
  2. The Supplier shall undertake a service specific security risk assessment to identify any additional security outcomes or controls needed to reduce the security risk to a level that is acceptable to CCS. The Supplier shall provide evidence that either no additional controls are needed or shall propose additional controls. This shall be subject to agreement by CCS.
  3. The Supplier shall provide evidence that the service shall deliver the security outcomes and associated measures for all of the personnel, procedural and technical aspects of the service. This evidence shall demonstrate that relevant HMG Guidance issued by the NCSC has been addressed. The Supplier shall prepare and submit appropriate evidence to CCS within the timescales agreed by the Supplier and CCS during the implementation phase of the Framework Contract, and shall demonstrate that the security outcomes will be delivered across the service irrespective of whether it is delivered directly by the Supplier or via Subcontractors.
  4. The Supplier shall undertake security testing and provide evidence to CCS that the service delivers the required security outcomes and that testing has been undertaken to identify any inherent security vulnerabilities. The Supplier shall prepare and submit appropriate evidence to CCS within the timescales agreed by the Supplier and CCS during the implementation phase of the Framework Contract, to demonstrate that the service has been implemented in accordance with the security design, irrespective of whether it is delivered directly by the Supplier or via Subcontractors.

# **Vulnerability Management**

* 1. The Supplier shall produce a Vulnerability Management Plan within the timescales agreed by the Supplier and CCS during the implementation phase of the Framework Contract. The Vulnerability Management Plan shall define how all software and hardware used to deliver the service shall be under mainstream vendor support during the duration of the Framework Contract.
  2. All risks identified during the security assurance process shall be categorised according to the severity of the vulnerability and the potential impact on the service.
  3. The categories of risk shall align to the vulnerability scoring using the appropriate Common Vulnerability Scoring Systems. Supplier COTS software and third party COTS software shall be categorised by the Supplier as ‘Critical’, ‘Important’, ‘Medium’ or ‘Low’.
  4. The Vulnerability Management Plan shall ensure that vulnerabilities in the service shall be remediated within the following timescales:
     1. 7 days for vulnerabilities categorised as ‘Critical’;
     2. 30 days for vulnerabilities categorised as ‘Important’; and
     3. 60 days for vulnerabilities categorised as ‘Medium and Low’.

# **Incident Management**

* 1. The Supplier shall produce a Security Incident Management Plan within the timescales agreed by the Supplier and CCS during the implementation phase of the Framework Contract.
  2. The Security Incident Management Plan shall provide a categorisation scheme against which all security incidents shall be classified.
  3. The Plan shall detail how the Supplier will manage security incidents and shall detail the methods of communication to CCS and Buyers (including any out-of-band methods) and how the Supplier will address information disclosure.
  4. The Supplier shall review the Information Security Management Plan, its processes and procedures, periodically and as a minimum on an annual basis.
  5. The Plan shall detail how a Security Incident Response Team (SIRT) will be established and its responsibilities for receiving, assessing and responding to security incidents.

# **Data Security**

* 1. The data security classification shall be OFFICIAL TIER. The Government Security Classifications 2014 may be accessed here:

<https://www.gov.uk/government/publications/government-security-classifications>

* 1. The Supplier shall ensure that the Buyer organisation’s information and data (electronic and physical) shall be collected, held and maintained in a secure and confidential manner and in accordance with the Terms of the Framework Contract.
  2. The Supplier shall take all measures reasonably necessary to ensure that all personnel involved in the performance of the Framework Contract are aware of all ongoing data security and confidentiality requirements.
  3. The Supplier shall ensure that any suspected or actual security breaches are reported to the Buyer’s representative immediately, and depending on the impact of the breach, shall also be reported to CCS

# **Off-shoring**

* 1. The Supplier shall provide CCS with a statement of the physical location where data will be stored, processed and managed.
  2. The Supplier shall not deliver all or any part of the Goods and/or Services from outside of the UK and shall not transfer any Personal Data outside of the UK without the prior written consent of the Relevant Authority.

# **Data Privacy Impact Assessment**

* 1. Within the timescales agreed by the Supplier and CCS during the implementation phase of the Framework Contract, the Supplier shall provide a Data Privacy Impact Assessment that shall be agreed by CCS. The Supplier shall be responsible for assessing the impact of any changes to the service that impacts on the privacy-related risk exposure. The Supplier will notify CCS of any such change within two (2) weeks of the Supplier identifying such impact.

# **Minimum Quality Standards**

* 1. The Supplier shall ensure that all Goods and/or Services supplied shall be fit for purpose and of a quality acceptable to the Relevant Authority. If at any time during the Framework Contract the quality of supply for any of the Goods and/or Services are found not to be to the appropriate standard, the Supplier shall provide a substitute item or service acceptable to the Relevant Authority at no additional cost.
  2. Unless otherwise stated by the Buyer, any Minimum Standard Requirements shall include (but not be limited to) the following:
     1. Where the Buyer specifies the use of recycled paper and envelope products the paper and envelope products supplied under this Framework Contract shall meet the mandatory minimum standards set out in the Government Buying Standards in the following link:

<http://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-paper-and-paper-products>

* + 1. paper and all paper products shall comply with the standards as set out in the government Timber Procurement Policy (TPP) as set out in the link below, and as may be updated during the framework term:
    2. :<https://www.gov.uk/guidance/timber-procurement-policy-tpp-prove-legality-and-sustainablity>
    3. any virgin pulp used in manufacture shall come from sustainably managed woodlands, and both the virgin pulp and the recycling process shall be chlorine free;
    4. all inks used in printing shall be free from volatile organic compounds (VOCs) and toxic materials where available;
    5. all timber and wood-derived Goods for supply or use under this Framework Contract shall comply with the UK government Timber Procurement Policy (TPP), which requires that only timber and wood-derived products originating from an independently verifiable legal and sustainable source are to be provided in association with this opportunity and appropriate documentation shall be required to prove it via the standards set out in the following link and any successor standards which may supersede TPP during the lifetime of this Framework Contract.

<https://www.gov.uk/guidance/timber-procurement-policy-tpp-prove-legality-and-sustainablity>

* + 1. the packaging and disposal of packaging of all products supplied under this Framework Contract shall be in accordance with the latest 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 amount of packaging used shall be the minimum required for safe delivery of the Goods. The Supplier shall also prove how they are doing this by stating upon request what each piece of packaging is needed for and whether it comes from recycled / sustainable sources.

# **Quality Assurance**

* 1. The Supplier shall comply with the relevant standards or the successors of these standards for the scope of the Goods and/or Services offered throughout the lifetime of the Framework Contract.
  2. The Supplier shall ensure that they are compliant with and operate to the ISO 9001 Quality Management standards or equivalent, or the successors of these standards or the current European Foundation for Quality Management (EFQM) Excellence Model criteria or equivalent. BS EN ISO 9001 “Quality Management System” standard or equivalent.
  3. The Supplier shall be required to provide evidence of their current ISO 9001 certification or equivalent to CCS throughout the lifetime of the Framework Contract.
  4. **Service Management Standards**
     1. The Supplier shall comply with Business Continuity Management and ISO/IEC 27031:2011, ISO 22301 and ISO/IEC 24762:2008 in the provision ITSC/DR plans or equivalent.
  5. **Environmental Standards**:
     1. An Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent. BS EN ISO 14001 Environmental Management System standard or equivalent.
  6. **Information Security Management**
     1. A UKAS certified Information Security Management System supported by the International Organisation for Standardisation ISO 27001 Security Management standard, or equivalent. ISO 27001 Information Security Management standard or equivalent.

# **Cyber Essentials Scheme**

* 1. The Supplier shall fully meet the requirements of the Cyber Essentials Scheme and the Cyber Essentials Plus Certificate, introduced in June 2014, which defines a set of controls which provides organisations with basic protection from the most prevalent forms of threat coming from the internet.e Details of the Cyber Essentials Plus Scheme can be viewed at:-

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

* 1. No Key Subcontractor shall be used until they have demonstrated that they meet the Cyber Essentials Plus Certificate requirements.
  2. The Supplier and Key Subcontractors shall provide evidence of Cyber Essentials Plus Certificate compliance before Framework go live commencement.The Supplier and Key Subcontractor(s) are required to renew their evidence of Cyber Essentials Plus Certificate compliance annually, as a minimum.

# **Ethical Sourcing**

* 1. The Supplier shall ensure that, where the manufacture or supply of the Goods is from outside of the United Kingdom (UK), the product suppliers’ operations shall be carried out in accordance with the health and safety legislation/regulations in that country.
  2. Suppliers shall ensure that where they manufacture or supply Goods and Services within the UK, or used in the UK, that the product suppliers’ operations shall be carried out in a way that complies with the health and safety legislation regulations of the UK, and the minimum ethical sourcing standards, in order to support Public Sector’s adoption and ratification of the International Labour Organisation (ILO) “Declaration on Fundamental Principles and Rights at Work” and its eight “Key Conventions”. The numbered conventions and their aims are:
     1. Freedom of Association and Collective Bargaining (C87, C98)
     2. Equal Remuneration and Discrimination (C100, C111)
     3. Forced Labour (C29, C105)
     4. Child Labour (C182, C138)
  3. The Relevant Authority reserves the right to request any information from the Supplier relating to ethical sourcing as it may require, to satisfy itself that it has a transparent view of the whole supply chain and full assurance within this area at any time throughout the duration of the Framework Contract.

# **Delivering Social Value**

* 1. Social Value legislation and guidance places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity, and in Scotland, to deliver them. These benefits are over and above the core specification of contracts. More information on social value can be found at:

<https://www.gov.uk/government/publications/social-value-act-introductory-guide>

[The Social Value Act](https://www.legislation.gov.uk/ukpga/2012/3/contents) the [Procurement Reform Scotland Act](https://www.legislation.gov.uk/asp/2014/12/contents) and [Welsh Community Benefits guidance](https://gov.wales/topics/improvingservices/bettervfm/publications/community-benefits-2014/?lang=en)

* 1. The Supplier shall be responsible for ensuring that social value priorities are cascaded throughout the supply chain; CCS has identified the following social value priorities for this procurement:
  2. **Safe and Secure Supply Chains**
     1. Addressing Modern Slavery and exploitation in our Supply Chain. The Supplier shall be aware that following a high level review of the Print Category, CCS have identified the areas of risk within the print category as employment of casual labour and the provision of promotional items. The Supplier shall be required to undertake their own risk assessment of their supply chain, to both identify and manage risks accordingly.
     2. It is the role of CCS and Buyer(s) to ensure that 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.
     3. The Supplier shall ensure that they undertake a risk assessment in their supply chain for modern slavery. A clear vendor assessment shall be undertaken to identify and manage this risk.
     4. The Supplier shall provide a Transparency in Supply Chains (TISC) Statement.
     5. The Supplier shall prepare and deliver an annual slavery and human trafficking report to CCS, setting out the steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business.
  3. **Delivering a Diverse Supply Chain**
     1. CCS and Buyer(s) want to ensure a diverse base of Suppliers and resilient supply chains. We require the Supplier to support this need and to deliver this through activities such as:
        1. Enabling accessibility through promotion of supply chain opportunities with new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals.
        2. We expect our Suppliers to support and build supply chain diversity through:
        + Supply chain processes that enable the participation of Micro, Small to Medium Sized Enterprises (SMEs) and Social Enterprises (SEs);
        + Subcontracting opportunities are open to Small to Medium Sized Enterprises (SMEs) and Social Enterprises (SEs), including the advertisement of all subcontracting opportunities over £10,000 on Contracts Finder;
        + Support the employment of minority groups; and
        + Support the employment of apprentices.
     2. Such measures can be supported by the Supplier having, for example:
        1. an equality and diversity policy; and
        2. signing up to the Disability Confident employer scheme.
  4. **Paying the supply chain promptly** 
     1. The Supplier shall take into account that the success of this Framework Contract relies on the payment of suppliers within the supply chain on time.
     2. The Supplier shall establish appropriate process to facilitate prompt payment throughout their supply chain adopting measures such as:
        1. Signing up to the prompt payment code: and
        2. Adopting business practices such as:
     + Providing clear guidance to suppliers on the payment process;
     + Provide clear and prompt notification when invoices are in dispute;
     + Establish processes to monitor late payments; and
     + Provide a clear escalation process for suppliers for late payment.
  5. **Environmental sustainability**
     1. The UK Government is committed to environmental improvement through integrating environmental protection and sustainable development into its decision making processes, in respect of both the execution of its core functions and responsibilities and the management of day-to-day operations.
     2. The government has set out in the 25 Year Environment Plan what it intends to do to improve the environment within a generation, this is available to view at

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

* + 1. CCS and Buyers require the Supplier to consider the relevance of sustainability at all stages of the lifecycle in the provision of the Goods and/or Services under this Framework Contract. This shall include not only the consideration of commercial needs and minimisation of negative impacts, but also the maximisation of positive impacts on society and the environment. The Supplier shall seek to mitigate the sustainability impacts in all lifecycle stages, such as the reduction of waste (paper and equipment).
    2. The Supplier shall work with CCS to identify opportunities to introduce innovation, reduce cost and waste and ensure sustainable development is at the heart of their operations. This shall include, but is not limited to, product rationalisation and standardisation, and leveraging opportunities within the Supplier’s supply chain. The Supplier shall work with CCS during the Framework Contract period in meeting this strategy.
    3. The Supplier shall work with CCS and Buyers throughout the duration of the Framework Contract to reduce the use of plastics throughout the whole supply chain.

# **Value for Money and Continuous Improvement**

* 1. The Print Marketplace shall deliver value for money across all Buyer organisations, by providing sufficient competition among Print Suppliers to encourage the best on the day prices to be available.
  2. The Supplier shall have an effective process to ensure that the best on the day prices are continually available, and undertake benchmarking of prices provided by Print Suppliers to ensure ongoing competitiveness.
  3. The Supplier shall continuously monitor the performance of the whole supply chain, and shall have processes in place to identify any issues in the providing of the Goods and/or Services, enabling prompt mitigation measures to be carried out.
  4. Throughout the duration of the Framework Contract, the Supplier shall identify new or potential improvements to the provision of the Goods and/or Services.
  5. The Supplier shall use the data produced by the Print Marketplace to help inform their recommended improvements in areas such as (but not limited to) pricing, feedback on Print Supplier performance and system performance.
  6. The Supplier shall put in place a continuous improvement plan that is updated, as a minimum, on an annual basis.
  7. When implementing continuous improvement plans, initiatives or innovation, the Supplier shall have an established change management procedure, including, communications plans, training requirements, contingency planning and subsequent lessons learnt activities, to ensure the effective delivery of Buyer requirements with minimal disruption

# **Framework Contract – Account Management**

* 1. The successful delivery of this Framework Contract will rely on the ability of the Supplier and CCS to develop a strategic relationship immediately following the conclusion of this Framework Contract, and maintaining this relationship throughout the Framework Contract Term.
  2. To achieve this strategic relationship, there will be a requirement to adopt proactive framework management activities, which will be informed by quality Management Information, and the sharing of information between the Supplier and CCS.
  3. The Supplier shall provide a suitably qualified nominated contact (the "Supplier Framework Manager") who will take overall responsibility for delivering the Goods and/or Services required within this Framework Contract, as well as a suitably qualified deputy to act in their absence.
  4. The Supplier Framework Manager’s details shall be provided within five (5) Working Days of signing the Framework Contract. The nominated Supplier account manager shall have a minimum of two years relevant industry experience.
  5. The Framework Contract shall be managed by CCS via a combination of reviews of the Supplier’s performance against the Performance Indicators (refer Schedule 1 Key Provisions), and via discussions and information-sharing on a regular basis between CCS and the Supplier.
  6. The Supplier shall provide management information reports on their performance against the Performance Indicators on a monthly basis, together with the appropriate supporting evidence.
  7. The form and frequency of such discussions between CCS and the Supplier shall be established during the implementation phase of the Framework Contract Period.
  8. This will be subject to review on an ongoing basis, to ensure that this remains fit for purpose. It is anticipated that any face to face meetings will be no more than once a month.

# **Business Continuity and Disaster Recovery**

* 1. Within thirty (30) days of the go-live, the Supplier shall establish appropriate Business Continuity and Disaster Recovery (BCDR) plans which shall cover appropriate measures and arrangements, to ensure continuity of the Services in the event of the failure or disruption to the Supplier’s systems, data, or workplace facilities.
  2. The Supplier shall ensure that:
     1. The BCDR plans shall be established and maintained in accordance with the principles and operation of ISO22301 and any new or emergent or updated standards;
     2. The Disaster Recovery Plan is comprehensive and details the processes by which significant disruptions will be managed to support Buyers in the event of any disruptions of significant scale and impact;
     3. The details of the Supplier’s process for the management of the potential emergency shall be clearly defined in the Business Continuity and Disaster Recovery Plan.
  3. In the event of an emergency or crisis management situation, the Supplier shall notify CCS and the Buyer immediately, and no later than 4 hours.

# **Exit and Transition**

* 1. Six months prior to the expiry of the Framework Contract, the Supplier shall provide CCS with an exit plan.
  2. The exit plan shall include, but not be limited to, the following information:
     1. Named Supplier personnel who will work with CCS to develop and implement the agreed exit strategy;
     2. All Buyer profiles, broken down by Buyer organisation;
     3. Spend volume and transaction numbers, broken down by Buyer organisation;
     4. Payment methods used by Buyer organisations;
     5. A mutually-agreed communications plan;
     6. Any other information that is specific to a Buyer in connection with the provision of the Goods and/or Services;
     7. An agreed strategy around live orders, including, but not limited to, supporting live orders after expiry or termination date of the Framework Contract, refunds, changes and exchanges; and
     8. A risk management plan.
  3. The Supplier shall ensure that they continue to provide the required reports and MI as stated within Schedule 9: Management Information of this Framework Contract from the date of expiry of this Framework Contract until all Buyers have been transitioned onto a new agreement.
  4. The Supplier shall provide reasonable assistance to CCS and any Replacement Supplier(s) in order to assist CCS or Replacement Supplier in achieving the successful migration of the Print Marketplace to either CCS or the Replacement Supplier (as the case may be) without undue delay or obstruction.
  5. The Supplier shall grant the right to CCS and any Replacement Supplier to use Supplier know-how during the Exit Term in connection with the Print Marketplace.  However, ownership of all Supplier know-how shall remain with the Supplier and the Supplier shall have no obligation to transfer ownership of any Supplier know-how
  6. At the end of the Framework Contract Term, the Supplier shall ensure that all current and historic data and all profiles are securely cleansed and transferred by the Supplier to any new Supplier in accordance with the Framework Agreement Terms and Conditions
  7. The Supplier shall maintain and destroy data in accordance with Schedule 3 at no additional cost to the Relevant Authority. The Supplier shall confirm in writing when all data has been destroyed.

## **Appendix 1 System Validation Checklist**

The System Validation Checklist covers the key system features and functionality that will need to be present within Print Marketplace. The checklist gives three different timescales for the features and functionality to be made available within the system:

* available immediately and be within the current version of the system provided by the Supplier
* available prior to system go live and within three (3) months of Framework Contract award
* available within twelve (12) months of Framework Contract award