**BCHC-19-0012 : SCOPE OF SERVICES**

1. The daily collection of internal (intra) Trust mail, which is primarily collected from and delivered to the reception desk. Once collected the mail is returned to a central point for sorting, allocation and delivery to the recipient site within one (1) business day.
2. The daily collection of external Trust mail, which is primarily collected from the reception desk. The collected mail is returned to a central point for sorting into a format to minimise franking costs following which the Contractor is to make the necessary arrangements for delivery or collection by The Royal Mail or other postal service provider. The Contractor is required to collect and maintain usage information on the number, type and expenditure of external mail processed.
3. The collection of controlled drugs, pharmaceutical and other medical products from the Trust’s Central Pharmacy Store at West Health Hospital, (B38 8HR) and delivery to the Trust’s Health Centres or directly to the patient. This will frequently involve the transportation of temperature controlled items to which the Contractor will need to provide evidence of the item(s) being maintained at the controlled temperature throughout the delivery process.
4. The collection of sealed files containing patient records from Trust’s Health Centres and the delivery to the Trust’s designated delivery point. The Contractor must ensure these are transported in a safe and secure way.
5. The daily receipt of supplies from third party suppliers, e.g. NHS Supply Chain and the safe and secure temporary storage of these items until their onward delivery to Trust or patient address within five (5) working days of receipt of the goods.
6. The daily delivery to patient addresses within the Birmingham area of clinical and non-clinical items as instructed.
7. The weekly/monthly collection of staff payslips from a central point, currently; BCHC Payroll Dept., Regent Court, 14-17 George Street, Edgbaston, Birmingham, B15 1NU and subsequent redistribution by the internal mail system or by external mail to staff home addresses.
8. The Bi monthly collection from a third party supplier of the Trust ‘ARCHway’ magazine and subsequent redistribution by the internal mail system to every Trust site as listed in Appendix 7.
9. The ad-hoc receipt, temporary storage and re-delivery of materials as instructed by the Trust.
10. The ad-hoc collection and temporary storage of redundant IT and other pieces of electrical equipment for redistribution within the Trust or collection by the Trust nominated disposal Contractor.
11. From time to time and as operational requirements dictate it will be necessary for the Trust to request special emergency deliveries outside the usual delivery criteria.