

FRAMEWORK AGREEMENT SCHEDULE 2:

PART A – SERVICES

1. General

- 1.1. The purpose of this Part A of Framework Schedule 2 is to lay down the characteristics of the Services that the Supplier will be required to make available to all Contracting Authorities under this Framework Agreement (including, if applicable, in each Lot) together with any specific Standards applicable to the Services.
- 1.2. The Services and any Standards set out in the Specification below may be refined (to the extent permitted and set out in Framework Schedule 5 (Call Off Procedure)) by a Contracting Authority during a Further Competition to reflect its Services Requirements for entering a particular Call Off Contract.

GENERIC REQUIRED ACROSS ALL LOTS

1. Introduction

- 1.1. This Framework Agreement shall be managed by the Authority and any Call Off Contract(s) will be managed by the Contracting Authority.
- 1.2. Contracting Authorities may let a Call Off Contract(s) for a maximum term of 2 years beyond the expiry of the Framework Agreement.
- 1.3. Additional services may be required by the Contracting Authority to support their requirement under the relevant Lot(s) and these will be further specified at Further Competition. This approach will be permissible, so long as the requirement falls within the broad narrative of the lot description.
- 1.4. When a Contracting Authority places an Order the precise details of the Services ordered will be specified in the Call Off Contract.
- 1.5. The Supplier shall provide all aspects of the requirements for the relevant Lot(s) as set out in Attachment 5a – Framework Schedule 2. The purpose of each Lot is to appoint a number of Suppliers who shall be responsible for the provision of Services via a Further Competition between the successful Suppliers and Contracting Authorities. Lot titles as follows:
 - 1.5.1. Lot 1: Class 6.2 Infectious Substances (Category A and Category B), Non-Infectious Substances, Biological Substances, Blood and Tissue
 - 1.5.2. Lot 2: Controlled Drugs and Pharmaceuticals
 - 1.5.3. Lot 3: Secure Cash and Valuables in Transit, Collection, Delivery and Processing Service
 - 1.5.4. Lot 4: Explosive Substances (Class 1) and Firearms
 - 1.5.5. Lot 5: The Haulage, Storage and Disposal of Seized Goods
 - 1.5.6. Lot 6: The Haulage, Storage and Disposal of Vehicles
 - 1.5.7. Lot 7: Radioactive Materials (Class 7)
- 1.6. A full list of High Consequence Dangerous Goods (HCDG) can be found in Annex 1 table (as per ADR 2017 paragraph 1.10.3.1.2).

2. Scope of Requirements

- 2.1. It is envisaged that a broad Contracting Authority base will access the Framework Agreement with differing requirements. The Supplier shall have flexibility and scalability to meet the current and future needs and strategies of public sector Contracting Authorities.
- 2.2. The Authority is seeking Suppliers that can drive continuous improvement and deliver innovative solutions to Contracting Authorities that access this framework agreement.
- 2.3. For the provision of Services, the Supplier must be able to collect and deliver various consignment types from address(s) or sites and/or location(s), as requested by the Contracting Authority, within the UK, using its own resources or those of a partner organisation(s) (Subcontractor).
- 2.4. Where the Contracting Authority is aware of any restrictions, limitations or special requirements in place to undertake the appropriate collection and delivery of a consignment(s), this will be defined by the Contracting Authority at Further Competition.
- 2.5. The Contracting Authority will further define the exact type of consignment(s) and/or goods at Further Competition.
- 2.6. The Supplier shall be aware that the Contracting Authorities consignment(s) may not be consolidated with any other Contracting Authorities items or loads unless with the prior written permission of the Contracting Authority.
- 2.7. The Supplier shall be aware that there may be a requirement for Services to be available for Out of Hours Collection - to be available 24 hours a day, 365 days a year. This may include weekends and Public Holidays. The Contracting Authority will define this further at Further Competition.
- 2.8. The Supplier shall have a robust process in place for dealing with consignment(s) which have not been delivered successfully to the Contracting Authority.
- 2.9. All undelivered items should be immediately returned to the Contracting Authority with an explanation as to why the consignment(s)/good(s) could not be delivered.
- 2.10. The Supplier shall advise a Contracting Authority of non delivery within 24 hours where the item is tracked and seek Contracting Authority guidance on next steps i.e. where the item should be returned to.
- 2.11. The Supplier shall be aware that Contracting Authorities may have a requirement for a combined courier solution and Suppliers shall be able to offer flexibility when responding to Contracting Authority requirements at Further Competition stage. By definition, a combined courier solution will allow Contracting Authorities to include other courier consignments within the scope of their Specialist requirements, which may include but not limited to:
 - a. documents and parcels,
 - b. secure sensitive documents and parcels,
 - c. medical records,
 - d. files and case notes,
 - e. medical equipment –stethoscopes etc.
 - f. multiple specialist movements that cross Lot's within this framework agreement.
- 2.12. The Supplier shall be aware that there may also be a requirement by Contracting Authority for the collection and delivery of other high consequence dangerous goods not covered in either Lot 1 , 4 or Lot 7 of

RM3799 either using its own resource or those of a partner organisation (sub-contractor)

3. Mandatory Requirements

For the avoidance of doubt you MUST be able to provide the following services:

Regulatory Requirements

- 3.1. The Supplier shall ensure that they hold any relevant licence(s) to be able to provide the services in the relevant Lot(s).

Security Requirements

- 3.2. The Authority expects the Supplier to comply with the Cabinet Office Security Policy Framework (SPF) throughout the lifetime of this Framework Agreement, as may be updated from time to time. Full details of the Cabinet Office SPF can be viewed via the link below:

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

- 3.3. The Supplier shall:

- 3.3.1. Have in place security clearance which meets the differing requirements of the Contracting Authorities, and shall ensure full compliance with the standards set out in the following link:
<https://www.gov.uk/government/publications/hmg-personnel-security-controls>
- 3.3.2. Present evidence to enable the Authority to assure the service compliance against the personnel and physical security requirements defined in this Schedule 2 of the Framework Agreement. Where a Supplier delivers all or part of the Service from a Contracting Authority's site they will also need to comply with the specific Contracting Authority's personnel and physical security requirements.
- 3.3.3. Ensure that where an employee of the Supplier is undertaking a security critical function, it may be appropriate to have a Security Check (SC) clearance. The requirement for this more robust screening shall be agreed between the Supplier and the Contracting Authority security representative.
- 3.3.4. Maintain appropriate staff records for all Supplier Personnel who are involved in activities related to delivery of the goods and services within the scope of this Framework Agreement and shall make this data available to the Authority and/or Contracting Authorities upon request.
- 3.3.5. Shall provide a higher level of security, where specified by the Contracting Authority at Further Competition, this may include, but is not limited to non-liveried vehicles, non-uniformed staff, or other requirement as specified by the Contracting Authority.
- 3.3.6. Ensure that they and all their Subcontractors comply with security controls and also conform to the security requirements specified by the Contracting Authority at Further Competition, when located in and in possession of the Contracting Authority's property.
- 3.3.7. Ensure that no person who discloses that he has a relevant conviction, or who is found to have any relevant convictions (whether as a result of a police check or through the procedure of the Disclosure and Barring Service (DBS) or otherwise), is employed or engaged in any part of the provision of the Goods and/or Services without Approval.

- 3.3.8. Ensure all employees and key representatives of the Supplier working on the Framework Agreement and/or Call Off Contract(s) must comply with the Contracting Authority security clearance requirements.
- 3.3.9. Ensure that Supplier Personnel provide evidence of their Right to Work in the United Kingdom in line with the Immigration, Asylum and Nationality Act (2006) and the Supplier shall maintain a copy of such evidence. The cost of obtaining any such evidence shall be the responsibility of the Supplier.
- 3.3.10.
- 3.4. The Supplier shall ensure that all employees carry with them photographic identification at all times during the transportation of goods and when entering the Contracting Authorities establishments and/or buildings. Photograph identification includes, but is not limited to:
 - 3.4.1. Driving licence;
 - 3.4.2. Photo identity cards
 - 3.4.3. Own-organisation identity cards.
- 3.5. The Supplier shall, where requested by a Contracting Authority, provide security clearance details of vehicle crew making regular deliveries to secure establishments. The Supplier may be required to supply full booking in details which may include, but not be limited to:
 - 3.5.1. Vehicle details including registration;
 - 3.5.2. Full driver details and estimated time of arrival;
 - 3.5.3. Details of the next destination of the vehicle.
- 3.6. The Supplier shall ensure that during collection, transportation and delivery of consignments that no unauthorised passengers are allowed in the vehicle or any unauthorised stops are made.
- 3.7. The Supplier shall ensure security on all aspects of the Services is commensurate with the value of goods being transported and where applicable stored overnight.
- 3.8. Any further and/or additional requirements shall be agreed with the Contracting Authority and also subject to the Contracting Authority's security policy. This will be further defined at Further Competition with the Contracting Authority.

Environmental and Sustainability

- 3.9. This paragraph outlines the Suppliers requirements in relation to the environmental and sustainability requirements of this Framework Agreement:
- 3.10. The 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.
- 3.11. The Authority requires that the Supplier consider the relevance of sustainability at all lifecycle stages of the Services provided under this Framework Agreement. This includes not only 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 reduce the sustainability impacts in all lifecycle stages of this Framework Agreement.
- 3.12. The Supplier shall work with the Authority and Contracting Authorities 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; leverage opportunities within the Supplier's supply chain and reviewing order placement methods, frequency and quantity. The Supplier shall be required to work with the Authority during the Framework Agreement period in meeting this strategy.

- 3.13. The Supplier shall provide information on new or improved environmentally preferable products when they become commercially available and, promote their use under the Framework Agreement.
- 3.14. The Supplier shall be required to demonstrate their measured progress on climate change adaptation, mitigation and sustainable development including performance against carbon reduction management plans.
- 3.15. The Supplier shall complete annual Corporate Social Responsibility (CSR) assessments upon request from Contracting Authorities.
- 3.16. The Supplier shall monitor and manage emissions from their transport operations and shall update the Authority on the findings, results and progress achieved
- 3.17. The Supplier shall include the provision of transport and services that are aligned with the EU Green Public Procurement standards.
- 3.18. The Supplier shall fully comply with the following government standards for the duration of this Framework Agreement:
www.gov.uk/government/policies/sustainable-development

Health and Safety

- 3.19. The Supplier shall meet all of the relevant health and safety legislation in accordance with the Health and Safety at Work etc. Act 1974 in discharging their duties under this Courier Services Framework Agreement.
- 3.20. The Supplier shall ensure all of the staff concerned with the Authority's and Contracting Authorities requirements are suitably trained in relevant health and safety legislation.

Transport

- 3.21. Suppliers shall be required to ensure vehicles used in the delivery and performance of this Framework Agreement comply with the relevant transport regulations, including but not limited to:
 - 3.21.1. Vehicle Excise and Registration Act 1994 (VERA);
 - 3.21.2. Standard International Operator's Licence (this applies to all vehicles with a gross vehicle weight rating above 3.5 tonnes);
 - 3.21.3. Certificate of Professional Competence (CPC);
 - 3.21.4. Community Licences and Road Haulage Permits (allow drivers to use a single permit for trips between all EU Member states. The licence also allows transit traffic through EU member states and to and from non-member countries. Community licences also allow cabotage, i.e. journeys entirely within one other EU Member).The link to the commercial vehicle safety and maintenance guide is available here: www.gov.uk/government/collections/vehicle-safety-and-maintenance-guides
- 3.22. The Supplier shall ensure that all employees are suitably trained and have the appropriate vehicle licences to drive the vehicle provided.
- 3.23. Vehicle Security: The Supplier shall be responsible for and provide assurances to the Contracting Authorities in respect of the security of all

vehicles used for the delivery of this Framework Agreement. This will include, identification of vehicle crew and driver responsibilities. There should be robust processes in place to ensure adherence to security policies, a process of reporting failures to comply with the vehicle crew and driver responsibilities and a disciplinary process that will deal adequately with any failures to comply with these processes.

- 3.24. Collection Service: The Supplier shall be required to collect and transport any size or quantity of consignments from any location within the United Kingdom (including Northern Ireland), Europe and international using its own resources or those of a Partner Organisation(s) and deliver to locations requested by the Contracting Authority.
- 3.25. The Supplier must be able to offer a collection and delivery service that is capable of meeting the varying and often-diverse requirements of Contracting Authorities. This will include requirements for Same Day and Next Day.
- 3.26. The Contracting Authority will further define all collection instructions including any additional service requirements at Further Competition.
- 3.27. If there are any restrictions, limitations or special requirements that the Supplier will need to be made aware of in order to successfully undertake the delivery of a consignment, then these will be defined by the Contracting Authority at Further Competition, where the Contracting Authority is aware of such any restrictions, limitations or special requirements.
- 3.28. The Supplier shall be aware that no employees of the Contracting Authority will take part in the loading or unloading of consignments due to its obligations under the Health and Safety at Work Act 1974.
- 3.29. The Supplier shall be able to provide a range of indemnity levels to the Contracting Authority; this may include enhanced indemnity if required. The Contracting Authority will be responsible for selecting the appropriate level of indemnity for each consignment.

Security

- 3.30. Security and the security of Public Sector Data is paramount. This paragraph describes the mandatory security requirements that the Supplier shall fulfil in its entirety as part of the delivery of this Framework Agreement.
- 3.31. The Data security classification shall be OFFICIAL TIER. The Government Security Classification 2014 may be accessed here: <https://www.gov.uk/government/publications/government-security-classifications>
- 3.32. The Supplier, their subcontractors and any third party Suppliers assured as part of the service, shall show that they are compliant with ISO 27001 Information Security Management with respect to all of the Services they shall offer.
- 3.33. Suppliers shall be required to have their own security operating procedures that shall be made available to the Authority and/or Contracting Authorities to provide assurance of Data security.
- 3.34. The Supplier shall ensure that Contracting Authority'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 Agreement and any Call Off Contract.
- 3.35. The Supplier shall take all measures reasonably necessary to ensure that all Supplier Personnel involved in the performance of the Contract are aware of all ongoing Data security and confidentiality requirements, as detailed in the Framework Agreement and any Call Off Contract.
- 3.36. Vehicle Security: The Supplier shall be responsible for and provide assurances to the Contracting Authorities in respect of the security of all

vehicles used for the delivery of this Framework Agreement. This will include, identification of driver responsibilities and processes in place to ensure adherence to security policies, a process of reporting failures to comply with the driver responsibilities and a disciplinary process that will deal adequately with any breaches to the driver security responsibilities.

- 3.37. Security of premises: The Supplier shall identify premises from which the Framework Agreement will be delivered to assess security protocols that exist and ensure appropriate measures in relation to, access to premises, controls and measures are place to ensure sufficient security. The Supplier shall ensure safeguards are in place to ensure security to Public Sector/Contracting Authority whilst on the premises.

Data Security Offshoring Approval

- 3.38. Where part of or all of the Services are not delivered from:

- 3.38.1. Country within the EEA;
- 3.38.2. Country where the European Commission has made a positive findings of adequacy or;
- 3.38.3. Supplier who is registered on the EU US Privacy Shield Register, the Supplier shall obtain approval from Government Senior Information Risk Owner (GSIRO) through the Contracting Authority for the off-shored elements.

Account Management

- 3.39. The Supplier shall within five (5) Working Days of the Framework Agreement Commencement Date supply to the Authority the name and contact details (including email address and telephone numbers) of the nominated Account Manager and Deputy Account Manager for this Framework Agreement.
- 3.40. The Supplier shall ensure the nominated Account Manager will have all relevant industry experience for Courier Services. The Supplier shall also ensure that the Deputy Account Manager's name and contact details (including email address and telephone numbers) are provided to the Authority prior to the nominated Account Manager's unavailability and/or absence. The Supplier shall ensure that the Deputy Account Manager has the same delegated powers, authority and discretion as the nominated Account Manager.
- 3.41. The Account Manager shall promote, deliver and communicate transparency of pricing and savings to the Authority and Contracting Authorities where appropriate and also provide the Authority with a quarterly performance pack which should include but is not limited to details of any changes, improvements, risk, issues, complaints, concerns and future plans and/or any other specified performance Data.
- 3.42. The Account Manager shall ensure that the Authority is informed about the Supplier's performance, proposed activity and outstanding issues in accordance with the requirements set out in Framework Schedule 2 (Services and Key Performance Indicators).
- 3.43. The Supplier shall provide monthly Supplier Highlight Reports to the Authority in accordance with Framework Schedule 2 (Services and Key Performance Indicators).
- 3.44. Where performance by the Supplier falls below the required level, the Account Manager shall ensure that action is taken to resolve the issues to the satisfaction of the Authority and the relevant Contracting Authorities, in

accordance with the requirements set out in Framework Schedule 2 (Services and Key Performance Indicators).

Performance Monitoring

- 3.45. The Authority operates a robust Supplier Relationship Management (SRM) process with a three tier approach in relation to all Framework Agreements. This approach shall oversee the management of the Framework Agreement, provide escalation routes and develop the strategy at senior levels within organisations.
- 3.46. Levels of engagement and frequency shall be agreed within 1 month of the Framework Commencement Date but as a minimum shall be;

Frequency	Status	Format	Attendees	Information Required
Monthly	Operational	Meeting or telephone conference	To be agreed at Implementation	Monthly MI
Quarterly	Operational	Meeting	To be agreed at Implementation	Highlight Report Continuous Improvement Plan
Bi-annually	Operational / Strategic	Meeting	To be agreed at Implementation	Highlight Report, Mid-Year Review and Forecast Report
Annually	Strategic	Meeting	To be agreed at Implementation	Highlight Report, End of Year Review and Forecast Report

- 3.47. The Supplier shall ensure the required representative attends each of the Supplier Review meetings and provides the information as stated at least 7 days in advance of the confirmed meeting date.
- 3.48. Unless otherwise directed by the Authority, Supplier review meetings shall take place in Liverpool. Attendance by the Supplier at these meetings is mandatory and shall be at the Supplier's own expense.
- 3.49. The Supplier's Account Manager or Supplier representative (as appropriate) shall prepare for discussion:
- 3.49.1. Supplier's performance against Service Levels as set out in Attachment 5 Framework Schedule 2 (Services and Key Performance Indicators);
 - 3.49.2. Identified risks and issues and measures put in place to mitigate;
 - 3.49.3. Proposals on and/or progress against agreed initiatives to perform within a leaner process;
 - 3.49.4. Proposals on and/or progress against agreed initiatives to provide economies of scale.
- 3.50. The Supplier shall provide the Authority with a Supplier Dashboard Report covering a period of time to be stated by the Authority on a quarterly, bi-annual and annual basis. The Supplier shall utilise graphs and charts to indicate trends and variances. The content of this report shall provide high

level information on the following as a minimum, but may be subject to change:

- 3.50.1. Sales;
- 3.50.2. Savings;
- 3.50.3. Further Competition analysis, including number of opportunities won, lost etc.;
- 3.50.4. Supplier pipeline;
- 3.50.5. Marketing opportunities.

3.51. The purpose of the aforementioned requirements is for the Supplier and the Authority to ensure effective implementation of the Framework Agreement and Call Off Contracts, as well as monitoring the effective delivery of identified key initiatives throughout the life of the Framework Agreement.

3.52. Failures or dips in performance shall be addressed by the Authority with the Supplier at Framework Agreement level and where applicable a Performance Improvement Plan (PIP) shall be developed to improve performance, consider efficiency opportunities and deliver an enhanced service provision.

Supplier User Guides

3.53. The Supplier shall develop a User Guide for each Contracting Authority Call Off Contract.

3.54. User Guides shall provide detailed instructions pertaining to the operation of the Service(s) and may include, but shall not be limited to, to any or all of the following subject areas:

- i. Overview organisation and of the services;
- ii. Contract manager details;
- iii. Guidance on correct use of services available;
- iv. Guidance on correct use of Consumables;
- v. Helpdesk and or local depot contact numbers;
- vi. Security;
- vii. Supplier obligations, including subcontractors and owner drivers which the Supplier may utilise from time to time;
- viii. Contracting Authority obligations;
- ix. Incident escalation procedures and procedures for complaints handling;
- x. Addressing standards;
- xi. Packaging and transportation standards;
- xii. Forecasting requirements;
- xiii. Cost of change tools;
 - i. Return addresses and undeliverable mail/parcels;
 - ii. Value added services;
 - iii. Detailed Contracting Authority obligations;
 - iv. Details of support provision provided by Supplier, including telephone numbers and email addresses.

3.55. The Supplier shall include a glossary of terms in each User guide.

3.56. User Guides shall be provided on a free of charge basis and shall be produced electronically in an MS readable format.

3.57. User Guides shall be reviewed and updated as appropriate to reflect changes in routine operational practice. Any changes must

be agreed in advance and in writing with the Contracting Authority, such agreement not to be unreasonably withheld.

ANNEX 1

Lot 1 Class 6.2 Infectious Substances (Category A and Category B), Non-Infectious Substances, Biological Substances, Blood and Tissue

1. Scope of Requirements

1.1. The scope of Lot 1 shall deliver a full suite of service lines capable of fulfilling the broad range of Contracting Authority Requirements. This includes the collection and delivery of UN Class 6.2 Infectious Substances (Category A and Category B), Non-Infectious Substances, Biological Substances, Blood and Tissue, which includes but is not limited to the following:

- 1.1.1. Infectious Substances Category A UN Class 6, division 6.2 UN 2814;
- 1.1.2. Infectious Substances Category A, UN Class 6, division 6.2 UN 2900;
- 1.1.3. Toxic Substances UN Class 6, division 6.1;
- 1.1.4. Genetically modified organisms which are classed as UN 2814 and UN 2900;
- 1.1.5. Any diagnostic and/or investigative specimens for laboratory analysis which are classified as UN2814 and/or UN2900;
- 1.1.6. Infectious Substances Class 6.2 Category B UN3373 including but not limited to:
 - 1.1.6.1. Patient specimens of human or animal material including swabs, excreta, secret, human tissue;
 - 1.1.6.2. Biological specimens – not classed as Cat A or HCDG;
 - 1.1.6.3. Samples (Class 6.2) for food chain & environmental testing;
 - 1.1.6.4. Frozen samples;
 - 1.1.6.5. Exotic disease samples.
- 1.1.7. Genetically modified organisms which are classified as UN 3373;
 - 1.1.7.1. Any diagnostic and/or investigative specimens for laboratory analysis, which are classified as UN3373.
- 1.1.8. Non Infectious Substances including but not limited to:

- 1.1.8.1. Human tissue;
- 1.1.8.2. Animal Tissue
- 1.1.8.3. Blood;
- 1.1.8.4. Blood products;
- 1.1.8.5. Frozen samples, dry ice consignments.

1.2. In addition, the Supplier may be required to collect or deliver various consignment types from within Europe and International locations as required by the Contracting Authority. The Supplier shall be aware this may include the service of a freight forwarder for these areas. The Supplier shall be able to collect/deliver consignment(s) at any sites and/or locations as requested by the Contracting Authority when requested. Sites and locations may include but are not limited to:

- 1.2.1. Commercial premises;
- 1.2.2. Offices;
- 1.2.3. Government buildings;
- 1.2.4. Laboratories;
- 1.2.5. Abattoirs;
- 1.2.6. Agricultural premises, including farms;
- 1.2.7. Secure and restricted establishments;
- 1.2.8. Ports;
- 1.2.9. Fisheries.

This list is not exhaustive and the Supplier shall be required to collect and deliver to locations requested by the Contracting Authority at Further Competition.

- 1.3. For the avoidance of doubt the Supplier shall be aware that High Consequence Dangerous Goods, hereafter referred to as HCDG, are defined in ADR 2017, chapter 1 paragraph 1.10.3.1 -1.10.3.11 defines HCDG as “those [goods] which have the potential for misuse in a terrorist incident and which may, as a result, produce serious consequences such as mass casualties or mass destruction.”
- 1.4. For the avoidance of doubt the Supplier shall be aware that Category A infectious substances are defined in ADR 2017 as “an infectious substance when carried in a form that, when exposure to it occurs, is capable of causing permanent disability, life-threatening or fatal disease in otherwise healthy humans or animals.”
- 1.5. For avoidance of doubt the Supplier shall be aware that Category B infectious substances are defined in ADR 2017 as “an infectious substance which does not meet the criteria for inclusion in Category A - Infectious Substances.” Infectious substances in Category B shall be assigned to UN3373. The proper shipping name of UN3373 is ‘BIOLOGICAL SUBSTANCE, CATEGORY B’.
- 1.6. A full list of HCDG can be found in Appendix 1 table (as per ADR 2017 paragraph 1.10.3.1.2).

2. Mandatory Requirements

For the avoidance of doubt you MUST be able to provide the following services:

Regulatory Requirements

- 2.1. The Supplier shall fully comply at all times with all current and any future legislation and regulations governing the packaging, handling and transportation of including but not limited to High Consequence Dangerous Goods (including Category A Infectious Substances), UN Class 6.2 Infectious Substances where applicable as detailed below:
 - 2.1.1. The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009 amended 2011 ("CDG 2009");
 - 2.1.2. By Road – Carriage of Dangerous Goods by Road (ADR 2017) regulations;
 - 2.1.3. By Air – International Air Transport Association (IATA) including ICAO variations regulations;
 - 2.1.4. By Sea – International Maritime Dangerous Goods (IMDG) regulations;
 - 2.1.5. By Rail – International Carriage of Dangerous Goods (RID) regulations;
 - 2.1.6. The Dangerous Goods in Harbour Areas Regulations 2016 (DGHAR)
 - 2.1.7. Human Tissue Act 2004;
 - 2.1.8. Health and Safety at Work Act 1974;
 - 2.1.9. Control of Substances Hazardous to Health Regulations 2002.
 - 2.1.10. Energy Act 2013
- 2.2. The Supplier shall ensure that the quantities of High Consequence Dangerous Goods (including Category A Infectious Substances) carried shall not exceed the limits specified in ADR 2017 and any subsequent amendments of legislative changes throughout the lifetime of this framework agreement and any Call Off Contract(s).
- 2.3. The Supplier shall ensure that any significant incidents or accidents that occur must be reported to the Contracting Authority along with the reporting of incidents to the relevant competent transport authorities, the necessary health authorities and any regulatory bodies immediately.

Security Requirements

- 2.4. The Supplier shall be aware that all vehicle crew shall be issued with comprehensive instructions to deal with routine and emergency situations that may occur during and in transit by road as outlined in ADR 2017 5.4.3 (instructions in writing).
- 2.5. The Supplier shall have a process in place that is capable of notifying the Contracting Authority immediately, should there be any change to the delivery route of the consignment due to unforeseen circumstances and should be able to articulate what impact, if any, this re-routing will have on the delivery time of the consignment.
- 2.6. The Supplier shall ensure that all personnel engaged in the carriage of dangerous goods by road shall consider the security requirements set out in Chapter 1.10 of ADR 2017 commensurate with their responsibilities. This also includes any future updates and/ or amendments to the regulations and legislation.
- 2.7. The Supplier shall ensure that if the goods and/or load is to be stored overnight, the Supplier must provide suitable security for the goods and/or load in a secure compound, warehouse or facility including CCTV and complies with all regulatory requirements.

Transport Requirements

- 2.8. Suppliers shall be required to ensure their vehicles or vehicles used in the delivery and performance of this Framework Agreement comply with the relevant transport regulations.
- 2.9. The Supplier shall ensure that they can provide a variety of roadworthy vehicles types and sizes to provide the security and safety requirements in Lot 1 using its own resources or those of a partner organisation(s). Examples of vehicles that may be required, but not limited to:
 - 2.9.1. Vehicles with Global Positioning System (GPS);
 - 2.9.2. Temperature controlled vehicles;
 - 2.9.3. Vehicles with a tail lift;
 - 2.9.4. Vehicles fitted with anti-theft devices.

Collection Service

- 2.10. The successful Supplier must be able to provide a range of flexible solutions, including but not limited to:
 - 2.10.1. Ad-hoc Collections – potentially at short notice or urgent collection; Scheduled Consignments – collections from a pre-agreed collection point location(s) at a pre-agreed time;
 - 2.10.2. Time Critical Collections – within 20-30 minutes of the request being made. This time critical requirement is imperative, particularly for some Contracting Authorities where urgent transportation is needed between premises;
 - 2.10.3. Out of Hours Collection - to be available 24 hours a day, 365 days a year.
- 2.11. Where a scheduled collection is required, the Supplier will work with the Contracting Authority to agree a suitable collection time. The Supplier will be required to maintain this collection time during the lifetime of the Call Off Contract, unless a formal amendment is made in writing and mutually agreed between the Contracting Authority and the Supplier.
- 2.12. The Supplier shall be required to collect and transport any size or quantity of vehicles from any location within the United Kingdom (including Northern Ireland) using its own resources or those of a partner organisation(s) and deliver to locations requested by the Contracting Authority.
- 2.13. The Supplier shall be aware that no employees of the Contracting Authority will take part in the loading or unloading of vehicles due to its obligations to the Health and Safety at Work Act 1974.
- 2.14. Where a scheduled collection is required, the Supplier will work with the Contracting Authority to agree a suitable collection time. The Supplier will be required to maintain this collection time during the lifetime of the Call Off Contract, unless a formal amendment is made in writing and mutually agreed between the Contracting Authority and the Supplier.

Delivery

- 2.15. For the provision of this service, the Supplier must be able to deliver consignments to any required address(s), sites and/or location(s), as requested by the Contracting Authority, within UK using its own resources or those of a Partner Organisation(s) (Subcontractor).
- 2.16. The Supplier must be able to provide a full range of delivery options to the Contracting Authority, including but not limited to:

- 2.16.1. Delivery to multiple locations – number of consignments collected from one address to be delivered to multiple addresses/locations;
- 2.16.2. Deliveries outside of office hours – to be available 24 hours a day, 365 days a year;
- 2.16.3. Deliveries to residential addresses;
- 2.16.4. Deliveries to multiple locations within a single building or site;
- 2.16.5. Deliveries to third party providers.
- 2.17. If there are any restrictions, limitations or special requirements that the Supplier will need to be made aware of in order to successfully undertake the delivery of a consignment, then these will be defined by the Contracting Authority at Further Competition, where the Contracting Authority is aware of such, restrictions, limitations or special requirements.

Same Day

- 2.18. By definition, a Same Day requirement means that the Supplier shall be capable of collecting a consignment and delivering the consignment within the same day, without the need for the consignment to be off loaded from the vehicle and processed through a sortation hub and/or line haul operation.
- 2.19. The Authority and Contracting Authorities accept that a Same Day requirement is a premium service.
- 2.20. Where the distance between the collection point of a consignment and the delivery address would mean that drivers hours regulations are breached, the Supplier shall agree in advance with the Contracting Authority a suitable solution that ensures the consignment is delivered on time, but does not put the Supplier at risk of committing any offences. This may include, but is not limited to:
 - 2.20.1. A dual manned vehicle;
 - 2.20.2. A change to the driver at an agreed point on the journey to the delivery destination;
 - 2.20.3. The consignment is securely transferred to a different vehicle at an agreed point on the journey to the delivery destination.
- 2.21. The Supplier shall also ensure that there is an auditable record for chain of custody of any consignments that is affected by the driver's hour's regulations. This may include, but is not limited to:
 - 2.21.1. record of change of driver/vehicle; record to ensure all items of the consignment have been safely transferred to the additional vehicle (if applicable);
 - 2.21.2. The consignment is securely transferred at an approved secure site to a different vehicle for onward transportation to the delivery destination.

Next Day

- 2.22. By definition, a Next Day Secure requirement means that the Supplier shall be capable of collecting a consignment and delivering the consignment to the delivery address the day after collection.
- 2.23. The Supplier shall be capable of offering a wide range of Next Day delivery speeds, including but not limited to:
 - 2.23.1. Before 9.00am;
 - 2.23.2. Before 12.00pm;
 - 2.23.3. Before 5pm.

Track and Trace Facility

- 2.24. The Supplier will provide a full track and trace solution for all consignments which includes but not be limited to:
 - 2.24.1. End to end tracking including near real time tracking (including barcoding) electronic -accessible tracking service that is capable of monitoring the delivery stages of a consignment from the collection point to the delivery point;
 - 2.24.2. This must also be accessible by the Contracting Authority; Consignee (named individual) only, to provide signed proof of delivery at point of both collection and delivery..
- 2.25. The Supplier must be able to provide a booking system, which is available to the Contracting Authority.
 - 2.25.1. The booking system facility must be available to the Contracting Authority 24 hours a day, 7 days a week.
- 2.26. The Supplier must be able to provide a secure Proof of Collection which may include consignor (named individual) only notification to the Contracting Authority to confirm collection of the consignment. The notification shall comply with the appropriate regulations as, defined in ADR 2017. .
- 2.27. Additional levels of detail required for Proof of Collection shall be defined and agreed at Further Competition by the Contracting Authority and comply with all legislative requirements.

Training Requirements

- 2.28. The Supplier shall have a Dangerous Goods Safety Adviser (DGSA) who are employed in their organisation or have access to a qualified professional DGSA and can confirm that they have access to a qualified DGSA professional as part of their solution.
- 2.29. The Supplier shall ensure that all vehicle crew employed have undergone the appropriate training and awareness (or are trained and qualified) in the transportation and Carriage of Dangerous Goods (ADR 2017) regulations as outlined in Chapter 8.2.
- 2.30. The Supplier shall all ensure that any initial training completed by personnel shall be periodically supplemented with refresher training. This is to ensure personnel are up to date with all current ADR 2017 and Health & Safety legislative requirements.
- 2.31. The Supplier also must be able to provide the appropriate evidence of training e.g. trained in refrigerant packaging or dry ice.

Packaging

- 2.32. The Supplier shall ensure that all goods collected are visibly packaged correctly by the Contracting Authority before they accept for carriage and that the packaging is compliant with all regulatory requirements depending on the mode of transport e.g. by road ADR 2017 paragraph 1.4.2.2.
- 2.33. The Supplier shall ensure that all packaging also complies with IATA regulations if there is a requirement for transportation by air.
- 2.34. All Packaging (other than for limited and excepted quantities) has to be designed and constructed to UN specification standards and must pass practical transport related tests such as being dropped, held in a stack and subjected to pressure demands. It must also meet the needs of the substance it is to contain. A national competent authority must certify packaging.

- 2.35. Where applicable, the Supplier shall adhere to United Kingdom, EU legislation for the disposal of packaging.
- 2.36. The Supplier shall ensure all consignments are securely loaded and arrive at their destination undamaged with any original seals and packaging intact and in the same condition as they were collected and loaded.
- 2.37. Suggest rewording "The Supplier shall comply with the provisions of the ADR 2017 (as amended from time to time) and any other existing and future relevant applicable legislation The Carriage of Dangerous Goods ADR 2017;
 - 2.37.1. The Carriage of Dangerous Goods (Classification Packaging and Labelling) and Use of Transportable Pressure Receptacles Regulations 2009 (amended 2011);
 - 2.37.2. United Nations Packing Instructions and regulations (UN Model regulations).
- 2.38. For Category A and Category B Packaging Infectious substance Class 6.2 shall be packaged and comply with United Nations Packing Instruction P620, PI 620 (Air Mode) P650 and PI 650 (Air Mode) as defined in ADR 2017 and IATA regulations (if applicable).
- 2.39. The Supplier shall be aware that the UN Packaging instructions and regulations requires a basic triple packaging system: the packaging should consist of at least three (3) components;
 - 2.39.1. A primary receptacle;
 - 2.39.2. A secondary packaging; and
 - 2.39.3. Outer packaging of which either the secondary or outer packaging must be rigid.
- 2.40. The Supplier shall be aware that the regulations for the transport of High Consequence Dangerous Goods (including Category A Infectious Substances and Category B Infectious Substances) are prescriptive to meet international requirements that enable transport of packages across international borders and the Supplier shall be aware that this may include the service of a freight forwarder.
- 2.41. The quantities of High Consequence Dangerous Goods (including Category A Infectious Substances and Category B Infectious Substances) shall not exceed the limits specified in ADR 2017 and any subsequent amendments of legislative changes throughout the lifetime of this framework agreement and any Call Off Contract(s).
- 2.42. The exact type of consignment of High Consequence Dangerous Goods will be further defined by the Contracting Authority at Further Competition.
- 2.43. Specific details on the packaging requirements and specifications are available from the Department for Transport DfT and ADR 2017 governing the packaging, handling and transportation of Infectious Substances.
- 2.44. The Supplier shall be aware that there may also be a requirement for dry ice packaging for certain consignments

3. Additional Requirements

Secure International Consignment Deliveries

- 3.1. The Supplier must be able to offer an International Courier service, which is capable of meeting the varying and often diverse requirements of Contracting Authorities.

- 3.2. The Supplier must be able to deliver secure consignments to any required address, as requested by the Contracting Authority, within Europe and international using its own resources or those of a partner organisation(s).
- 3.3. In addition, the Supplier may be required to facilitate the collection of various consignment types from within Europe and international locations using its own resources or those of a partner organisation(s) and deliver to addresses within the UK. Suppliers shall be aware that this may include the service of a freight forwarder.
- 3.4. If there are any restrictions, limitations or special requirements that the Supplier will need to be made aware of in order to successfully undertake the delivery of a consignment, then these will be defined by the Contracting Authority at Further Competition, where the Contracting Authority is aware of such any restrictions, limitations or special requirements.
- 3.5. The Supplier shall be capable of providing a range of delivery speeds for International consignments, including but not limited to:
 - 3.5.1. Europe - 1 to 3 days after collection.
 - 3.5.2. International – 1 to 4 days after collection;
- 3.6. The Authority shall accept variants to these delivery timescales where they offer improved value and delivery times.

Bulk Consignments

- 3.7. The Supplier shall be capable of collecting large, Bulk consignments and delivering the consignments to the delivery address within an agreed number of days after collection.
- 3.8. Bulk consignments could include, but are not limited to:
 - 3.8.1. Large Scale Distribution;
 - 3.8.2. Pallet Deliveries;
 - 3.8.3. Overweight / Oversized Items.
- 3.9. The Supplier must be able to provide an appropriate range of vehicle types and sizes to deal with the broad range of Bulk consignment requirements of the Contracting Authorities.
- 3.10. The Supplier must ensure that the appropriate level of resource and handling equipment is provided to ensure the safe and effective handling of all bulk consignments.
- 3.11. The Supplier shall be able to provide a range of indemnity levels to the Contracting Authority at Further Competition; this may include enhanced indemnity if required. The Contracting Authority will be responsible for selecting the appropriate level of indemnity for each consignment.

Training

- 3.12. The Supplier may be required to provide training to the Contracting Authority or undertake training provided by the Contracting Authority in the handling of Infectious substances e.g. UN Class 6.2 Category A and Category B, human tissue, biological specimens, refrigerant packaging etc.

Packaging

- 3.13. The Supplier shall be aware that there may be a requirement to provide appropriate re-useable packaging and barcoded labels to the Contracting Authority if required e.g. - which complies with Category B – UN3373 criteria.
- 3.14. The Supplier shall be aware that there may be a requirement for the collection and delivery of empty packaging for re-use.

Destruction/Disposal

- 3.15. The Supplier shall be able to collect consignments at any sites and/or locations as requested by the Contracting Authority and arrange for their safe destruction or disposal on behalf of the Contracting Authority.
- 3.16. The Supplier shall be aware that the consignments that are collected from the Contracting Authority may vary in:
- 3.16.1. Size;
 - 3.16.2. Quantity;
May be packaged, boxed and/or palletised but must not leave the site if they are unsuitable for onward transport and destruction/disposal. The Supplier shall be responsible for informing the Contracting Authority of any problems that occur in order for the Contracting Authority to advise of the appropriate action to be taken in order to resolve the situation.
- 3.17. The Supplier will be responsible for ensuring that the consignments are destroyed/disposed of in a legally compliant manner at a site that is suitably licensed for the type of consignment presented. The destruction/disposal facility (e.g. incinerator) must be compliant to and hold the relevant permits in relation to:
- 3.17.1. The Environmental Permitting Regulations 2013 (England & Wales);
 - 3.17.2. The Pollution Prevention and Control (Industrial Emissions) Regulations 2012 (Northern Ireland);
 - 3.17.3. The Waste Management Licensing Regulations (Scotland) (Northern Ireland);
 - 3.17.4. The Pollution Prevention and Control Regulations 2012 (Scotland);
 - 3.17.5. The Industrial Emission Directive 2010;
 - 3.17.6. Hazardous Waste Regulations (England, Wales & Northern Ireland);
 - 3.17.7. Special Waste Regulations (Scotland),
- as applicable, and any subsequent revisions for the period of this Framework Agreement and any Call Off Contract(s).
- 3.18. The Supplier shall be aware that certain consignments may require a representative of the Contracting Authority to be present during the destruction/disposal.
- 3.19. The Contracting Authority may require photographic or video evidence of the destruction/disposal of the consignment.
- 3.20. The Supplier shall provide a certificate of destruction to the Contracting Authority for all items that have been destroyed, this will be defined by the Contracting Authority at Further Competition.
- 3.21. The Contracting Authority will require the Supplier to provide consignment notes or waste transfer notes, as appropriate dependent on the waste category of the consignment(s).
- 3.22. The Supplier is to comply with the statutory requirements of Duty of Care for the relevant country that the waste is produced, carried, stored, treat or disposed.
- 3.23. The Supplier shall be required to provide the Contracting Authority with a complete and documented audit trail from beginning of contract to final disposal and any agreed processes following disposal for the destruction/disposal including volumes and hazard group as appropriate.

ANNEX 2

Lot 2: Controlled Drugs and Pharmaceuticals

1. Scope of Requirements

- 1.1. The scope of Lot 2 shall deliver a full suite of service lines capable of fulfilling the broad range of Contracting Authorities requirements for the secure collection, transportation and delivery of Controlled Drugs and Pharmaceuticals.
- 1.2. This includes the collection, transportation and delivery of Pharmaceuticals, and Controlled Drugs, which are listed below but are not limited to:
 - 1.2.1. Pharmaceuticals;
 - 1.2.2. Controlled drugs including drug precursors;
 - 1.2.3. Medical supplies;
 - 1.2.4. Associated equipment.
- 1.3. In addition, the Supplier shall be required to facilitate the collection of various consignment types from within Europe and International using its own resources or those of a partner organisation(s) and deliver to addresses within the UK.
- 1.4. In addition, the Supplier may be required to collect or deliver various consignment types from within Europe and international locations as required by the Contracting Authority this may include the service of a freight forwarder.
- 1.5. The Supplier shall be able to collect consignment(s) at any sites and/or locations as requested by the Contracting Authority when requested. Sites and locations may include, but are not limited to:
 - 1.5.1. Government buildings;
 - 1.5.2. Laboratories;
 - 1.5.3. Ports;
 - 1.5.4. Secure and restricted establishments;
 - 1.5.5. Business addresses

This list is not exhaustive and the Supplier shall be required to collect and deliver to locations requested by the Contracting Authority at Further Competition.

2. Mandatory Requirements

For the avoidance of doubt you MUST be able to provide the following services:

Regulatory Requirements

- 2.1. The Supplier shall fully comply at all times with all current legislation and regulations governing the packaging, handling and transportation of Pharmaceuticals and Controlled Drugs including Precursor Drugs as detailed below and as may be updated from time to time:
 - 2.1.1. Misuse Drugs Act 1971;
 - 2.1.2. Misuse of Drugs Regulations 2001;

- 2.1.3. Misuse of Drugs (Designation) Order (Northern Ireland) 2001 Misuse of Drugs;
 - 2.1.4. Home Office guidance for the safe custody of controlled drugs and drug precursors in transit 2016;
 - 2.1.5. Health and Safety at Work Act 1974;
 - 2.1.6. Good Distribution (GDP) guidelines.
- 2.2. The Supplier shall be aware that any loss and theft of Controlled Drugs and precursor drugs should be immediately reported to the Home Office Drugs Licensing Unit and the local Police Force. The Supplier shall also inform the Contracting Authority.

Security Requirements

- 2.3. The Supplier shall comply with the Home Office Guidance 2016 for the safe custody of controlled drugs and drug precursors in transit. See link below: www.gov.uk/government/publications/transporting-controlled-drugs-guidance-on-security-measures
- 2.4. The Supplier shall have Standard Operating Procedures (SOP) in place and that all employees are issued with comprehensive instructions on how they deal with routine and emergency situations.
- 2.5. The Supplier shall be required to ensure that additional security is allocated where consignments represent a higher risk during the collection and delivery. If the Supplier is aware that there is a particular reason why the delivery represents a higher risk (e.g. the consignment is particularly large, the controlled drugs being transported are at particular risk of diversion, there are complicated transshipment requirements which might leave the vehicle vulnerable), parties involved in the transportation should consider additional measures to ensure the security of the shipment.
- 2.6. The Supplier shall ensure that if the goods and/or load is to be stored overnight, the Supplier must provide suitable security for the goods and/or load in a secure compound, warehouse or facility including CCTV and complies with all regulatory requirements.
- 2.7. All road vehicles carrying controlled drugs and drug precursor should be in good repair and maintained in accordance with the manufacturer's recommendations.
- 2.8. The Supplier shall ensure that all vehicles are fitted with effective locking systems and ensure that vehicles fitted with anti-theft devices appropriate for the levels of risk of the consignment and/or goods carried.
- 2.9. The Supplier shall be aware that tamper-evident containers or packages should be used for all consignments.

Transport Requirements

- 2.10. Suppliers shall be required to ensure their vehicles or vehicles used in the delivery and performance of this Framework Agreement complies with the relevant transport regulations.
- 2.11. The Supplier shall ensure that they can provide a variety of roadworthy vehicles types and sizes to provide the security and safety requirements in Lot 2 using its own resources or those of a partner organisation(s). There will be a requirement for Suppliers to supply vehicles that are fitted with, but not limited to:

- 2.11.1. Vehicles with global positioning systems (GPS);

- 2.11.2. Temperature controlled vehicles;
- 2.11.3. Vehicles with a tail lift;
- 2.11.4. Vehicles fitted with anti –theft devices including but not limited to:
immobiliser and alarm;
- 2.11.5. Vehicles fitted with tamper proof cabinets/boxes.

Collection

- 2.12. The Supplier shall be aware that all consignments during transportation must be kept free from contamination and carried in a safe and secure manner to prevent accidental damage/loss.
- 2.13. The Supplier shall be aware and able to provide the resource to enable them to load and unload consignments on/off to the vehicles.
- 2.14. The Supplier shall be aware that loads may vary in size including oversized and pallet size; the Supplier shall be able to provide any specialist equipment to enable them to load and unload the goods onto vehicles ready for transportation.
- 2.15. The Supplier shall ensure all consignments and goods are securely loaded and arrive at their destination undamaged with any original seals and packaging intact and in the same condition as they were collected and loaded.
- 2.16. Suppliers should immediately address badly packed or incorrectly packaged items with the Contracting Authority.

Delivery

- 2.17. Secure deliveries will be required to a business address or as required by the Contracting Authority.
- 2.18. The Supplier shall be able to provide a full range of delivery options to the Contracting Authority, including but not limited to:
 - 2.18.1. Delivery to multiple locations – number of consignments collected from one address to be delivered to multiple addresses/locations;
 - 2.18.2. Delivery outside of office hours – to be available 24 hours a day, 365 days a year;
 - 2.18.3. Delivery to multiple locations within a single building or site;
 - 2.18.4. Delivery to third party providers.

Same Day

- 2.19. By definition, a Same Day requirement means that the Supplier shall be capable of collecting a consignment and delivering the consignment within the same day, without the need for the consignment to be off loaded from the vehicle and processed through a sortation hub and/or line haul operation.
- 2.20. The Authority and Contracting Authorities accept that a Same Day requirement is a premium service.
- 2.21. Where the distance between the collection point of a consignment and the delivery address would mean that drivers hours regulations are breached, the Supplier shall agree in advance with the Contracting Authority a suitable solution that ensures the consignment is delivered on time, but does not put the Supplier at risk of committing any offences. This may include, but is not limited to:
 - 2.21.1. A dual manned vehicle;
 - 2.21.2. A change to the driver at an agreed point on the journey to the delivery destination;

- 2.21.3. The consignment is securely transferred to a different vehicle at an agreed point on the journey to the delivery destination.

Next Day

- 2.22. By definition, a Next Day Secure requirement means that the Supplier shall be capable of collecting a consignment and delivering the consignment to the delivery address the day after collection.
- 2.23. The Supplier shall be capable of offering a wide range of Next Day delivery speeds, including but not limited to:
- 2.23.1. Before 9.00 am;
 - 2.23.2. Before 12.00 pm;
 - 2.23.3. Before 5pm.

Track and Trace

- 2.24. The Supplier will provide a full track and trace solution for all consignments This should include but not be limited to:
- 2.24.1. End to end tracking including near real time tracking, electronic - accessible tracking service that is capable of monitoring the delivery stages of a consignment from the collection point to the delivery point;
 - 2.24.2. Consignee (named individual) only signed proof of delivery at point of both collection and delivery.
 - 2.24.3. The booking system facility must be available to the Contracting Authority 24hours a day, 7 days a week.
- 2.25. Additional levels of detail required for Proof of Delivery shall be defined and agreed at Further Competition by the Contracting Authority and comply with all legislative requirements.

Training Requirements

- 2.26. The Supplier shall have a Dangerous Goods Safety Adviser (DGSA) who are employed in their organisation or have access to a qualified professional DGSA and can confirm that they have access to a qualified DGSA professional as part of their solution.
- 2.27. The Supplier shall ensure that all vehicle crew employed have undergone the appropriate training and awareness (or are trained and qualified) in the transportation of Controlled and precursor drugs.
- 2.28. The Supplier must be able to provide the appropriate evidence of training.
- 2.29. The Supplier shall all ensure that any initial training completed by personnel shall be periodically supplemented with refresher training. This is to ensure personnel are up to date with all current and future regulations and current and future Health & Safety and legislative requirements in relation to the nature of the consignments.

Packaging

- 2.30. The Supplier shall be aware that tamper-evident containers or packages should be used for all consignments.
- 2.31. The Supplier shall ensure that all goods collected are visibly packaged correctly by the Contracting Authority before they accept for carriage and that the packaging is compliant with all regulatory requirements depending on the mode of transport.
- 2.32. Where applicable, the Supplier shall adhere to United Kingdom and EU legislation for the disposal of packaging.

- 2.33. The Supplier shall ensure all consignments are securely loaded and arrive at their destination undamaged with any original seals and packaging intact.
- 2.34. The Supplier shall be aware that there may also be a requirement for dry ice packaging for certain consignments.

3. Additional Service Requirements

Bulk Courier Consignment Deliveries

- 3.1. The Supplier shall be capable of collecting large, bulk consignments and delivering the consignments to the delivery address within an agreed number of days after collection.
- 3.2. Bulk consignments can include, but are not limited to:
 - 3.2.1. Large scale distribution;
 - 3.2.2. Pallet deliveries;
 - 3.2.3. Overweight / oversized items.
- 3.3. The Supplier shall be able to provide an appropriate range of vehicle types and sizes to deal with the broad range of bulk consignment requirements of the Contracting Authorities.
- 3.4. The Supplier shall ensure that the appropriate level of resource and handling equipment is provided to ensure the safe and effective handling of all bulk consignments.
- 3.5. The Supplier shall be able to provide a proof of delivery notification to the Contracting Authority to confirm delivery of the consignment. The level of detail required for the proof of delivery shall be agreed between the Supplier and the Contracting Authority at Further Competition.
- 3.6. The Supplier shall be able to provide a range of indemnity levels to the Contracting Authority; this may include enhanced indemnity if required. The Contracting Authority shall be responsible for selecting the appropriate level of indemnity for each consignment.

International Deliveries

- 3.7. The Supplier shall be able to offer an international service, which is capable of meeting the varying and often diverse requirements of Contracting Authorities.
- 3.8. The Supplier shall be capable of collecting large, bulk consignments and delivering the consignments to the delivery address within an agreed number of days after collection.
- 3.9. The Supplier shall have the capability to facilitate the collection of various consignment types from within Europe and International locations using its own resources or those of a partner organisation(s) and deliver to addresses within the UK and shall be aware that this may include the service of a freight forwarder provider and/or service.
- 3.10. The Supplier shall be capable of providing a range of delivery speeds for International consignments, including but not limited to:
 - 3.10.1. Europe - 1 to 3 days after collection;
 - 3.10.2. International – 1 to 4 days after collection.
- 3.11. The Authority shall accept variants to these delivery timescales where they offer improved delivery times.
- 3.12. The Supplier shall be able to provide a proof of delivery notification to the Contracting Authority to confirm delivery of the consignment. The level of

detail required for the proof of delivery shall be agreed between the Supplier and the Contracting Authority at Further Competition.

- 3.13. The Supplier shall ensure that all packaging also complies with IATA regulations.

Storage Facilities

- 3.14. The Supplier shall ensure that they comply with all regulations and guidelines for the storage of Controlled Drugs and Precursor Drugs if the consignment(s) are to be stored overnight for any reason.
- 3.15. The Supplier shall ensure that if the goods and/or load is to be stored overnight, the Supplier must provide suitable security for the goods and/or load in a secure compound, warehouse or facility including monitoring by CCTV.
- 3.16. Any further storage requirements required by the Contracting Authority will be further defined by the Contracting Authority at Further Competition.

Destruction/Disposal

- 3.17. The Supplier shall be able to collect consignments at any sites and/or locations as requested by the Contracting Authority and arrange for their safe destruction or disposal on behalf of the Contracting Authority.
- 3.18. The Supplier shall be aware that the consignments that are collected from the Contracting Authority may vary in:
- 3.18.1. Size;
 - 3.18.2. Quantity;
 - 3.18.3. May be packaged, boxed and/or palletised but must not leave the site if they are unsuitable for onward transport and destruction/disposal. The Supplier shall be responsible for informing the Contracting Authority of any problems that occur in order for the Contracting Authority to advise of the appropriate action to be taken in order to resolve the situation..
- 3.19. The Supplier will be responsible for ensuring that the consignments are destroyed/disposed of in a legally compliant manner at a site that is suitably licensed for the type of consignment presented. The destruction/disposal facility (e.g. incinerator) must be compliant to and hold the relevant permits in relation to:
- 3.19.1. The Environmental Permitting Regulations 2013 (England & Wales);
 - 3.19.2. The Pollution Prevention and Control (Industrial Emissions) Regulations 2012 (Northern Ireland);
 - 3.19.3. The Waste Management Licensing Regulations (Scotland) (Northern Ireland);
 - 3.19.4. The Pollution Prevention and Control Regulations 2012 (Scotland);
 - 3.19.5. The Industrial Emission Directive 2010;
 - 3.19.6. Hazardous Waste Regulations (England, Wales & Northern Ireland);
 - 3.19.7. Special Waste Regulations (Scotland),

as applicable, and any subsequent revisions for the period of this Framework Agreement and any Call Off Contract(s).

- 3.19.8. The Supplier shall be aware that certain consignments may require a representative of the Contracting Authority to be present during the destruction/disposal.
- 3.19.9. The Contracting Authority may require photographic or video evidence of the destruction/disposal of the consignment.

- 3.19.10. The Supplier shall provide a certificate of destruction to the Contracting Authority for all items that have been destroyed; this will be defined by the Contracting Authority at Further Competition.
- 3.19.11. The Contracting Authority will require the Supplier to provide consignment notes or waste transfer notes, as appropriate dependent on the waste category of the consignment(s).
- 3.19.12. The Supplier is to comply with the statutory requirements of Duty of Care for the relevant country that the waste is produced, carried, stored, treat or disposed.
- 3.19.13. The Supplier shall be required to provide the Contracting Authority with a complete and documented audit trail from cradle to grave for the destruction/disposal including volumes and hazard group as appropriate.

ANNEX 3

Lot 3: Secure Cash and Valuables in Transit, Collection, Delivery and Processing Service

1. Scope of the Requirement

- 1.1. The scope of Lot 3 will be to deliver a full suite of services capable of fulfilling the broad range of Contracting Body requirements for the transportation, collection, delivery and processing of Secure Cash and Valuables in Transit, Collection, Delivery and Processing Service.
- 1.2. The Supplier must be able to provide a range of flexible requirements including but not limited to:
 - 1.2.1. Collection and delivery from pre-agreed collection points and locations within the UK. Scheduled collections – regular collections from a pre-agreed collection point location(s) including multiple sites at a pre-agreed times;
 - 1.2.2. Ad-hoc collections – potentially at short notice;
 - 1.2.3. Out of Hours collection – Where required, this will be defined by the Contracting Authority at Further Competition;
 - 1.2.4. Delivery of all collected consignments to a bank and/or cash-processing centre on the next working day;
 - 1.2.5. Cash and coin ordering service;
 - 1.2.6. Processing/Reconciliation service, which includes but is not limited to: collection validation, counting of bank notes, coins and cheques and delivery to a bank and/or a cash-processing centre;
 - 1.2.7. Provision of secure tamper proof packaging, barcoded packaging, signatory requirements.
- 1.3. The Supplier shall be required to retain the resources necessary to facilitate the provision of a more specialist service as may be requested by the Contracting Authority e.g. specific delivery times, security provisions, specific timed deliveries. This will be agreed at Further Competition with the Contracting Authority.
- 1.4. The Supplier shall where requested by a Contracting Authority, provide security clearance details of drivers making regular deliveries to secure establishments e.g. including but not limited to:
 - 1.4.1. Prisons;
 - 1.4.2. High security hospitals;
 - 1.4.3. Maximum-security facilities.

2. Mandatory Requirements

Security

- 2.1. The Supplier shall ensure that that all personnel employed are fully trained and have current valid Security Industry Authority (SIA) and a Cash Valuable in Transit (CVIT) Licence. Supplier personnel must be competent, experienced and fully trained in the National Security Inspectorate (NSI) guidelines and BSI 7858 (Security Screening of Individuals Employed in a Security Environment) and/or equivalent.

- 2.2. The Supplier shall ensure that all personnel employed are aware of current safety and security procedures and undergo regular refresher training every 12 months or sooner, if there are any change to procedures.
- 2.3. The Supplier shall be a member of the following organisation(s):
 - 2.3.1. Security Industry Authority (SIA) and Approved Contractor Scheme.
- 2.4. The Supplier shall ensure that they have a current and valid compliance accreditation for British Standards Institution, manned security services. Cash and valuables in transit services (collection and delivery), Code of practice BS 7872:2011 or equivalent.
- 2.5. The Supplier shall be wholly liable for ensuring the safety of its employees involved in the provision of cash in transit services and solutions, this shall include but not be limited to ensuring that all employees are provided with the appropriate and suitable Personal Protection Equipment (PPE). Supplier personnel shall be fully uniformed in identifiable Supplier uniforms unless otherwise requested and agreed by the Contracting Authority.
- 2.6. The Supplier shall comply with the Health and Safety at Work Act 1974 regulations.
- 2.7. The Supplier personnel shall comply with all policies and procedures, as required by the Contracting Authority.
- 2.8. The Supplier shall offer flexible collection times(s) to the Contracting Authorities including multiple site collection and delivery.
- 2.9. The Supplier shall provide cash indemnity guarantee and limits for all consignments. This shall be defined and agreed at Further Competition with the Contracting Authority.
- 2.10. The Supplier shall ensure that all security-building requirements are provided to the Contracting Authority and any changes to security levels are notified within 1 (one) day of the change being identified.

Collection Service

- 2.11. The Supplier shall provide a collection Service to the Contracting Authority which shall include but not limited to:
 - 2.11.1. Daily scheduled collection service Monday – Friday excluding UK Public Holidays unless further defined by the Contracting Authority at Further Competition;
 - 2.11.2. Weekly scheduled collection service Monday – Friday excluding UK Public Holidays unless further defined by the Contracting Authority at Further Competition;
 - 2.11.3. Ad Hoc collection service Monday – Friday excluding UK Public Holidays unless further defined by the Contracting Authority at Further Competition;
 - 2.11.4. Collections to single and multiple location(s) as designated by the Contracting Authority Monday – Friday excluding UK Public Holidays unless further defined by the Contracting Authority at Further Competition.
- 2.12. The Supplier shall provide all the requisite secure containers, bags and security seals to ensure the correct and secure packaging of the consignments. This shall be provided Free of Charge (FOC) to the Contracting Authorities.

- 2.13. The Supplier shall ensure that whenever a Collection is made, a transaction log/receipt is signed by the Supplier. A copy of which will be retained by the Contracting Authority representative on behalf of the Contracting Authority handling the transaction.
- 2.14. If a seal is found broken, it is the responsibility of the Suppliers Staff to report, that only Money that is securely contained in a 'sealed' security bag (or otherwise) can be collected, to the Contracting Authority Representative before leaving the Collection Point and request a re-count is conducted or that the bag is sealed by the Contracting Authority Representative and acknowledged on the transaction log/receipt.
- 2.15. As may be requested from time to time by the Contracting Authority, and in the interests of security, the Supplier shall vary their collection times and routes, so as to minimise the risk of robbery/theft and therefore the threat to both the Suppliers' Staff and the Contracting Authority Money.
- 2.16. Where an agreed collection cannot be undertaken by the Supplier they must inform the Contracting Authority and the collection must be made at the earliest possible opportunity. This will be recorded by the Contracting Authority and may result in Service Credits.
- 2.17. All money collected that requires processing, prior to onward depositing, should be securely stored by the Supplier prior to processing. All processing shall be conducted in a secure, monitored environment. The Suppliers' Staff, who made the actual Collection, should not be involved in the processing of the same Collection.
- 2.18. All money deposited will be accompanied by a clear, auditable record of the deposit or 'transaction'. Details of which will be provided to the Contracting Authority at agreed intervals but no less than monthly.
- 2.19. Following processing/consolidation, where a negative discrepancy is discovered between the money collected and the transaction paperwork, the Supplier shall contact the Contracting Authority, outlining the details of the discrepancy. The Contracting Authority will conduct the necessary internal investigations to determine if the discrepancy can be explained and may request that the Supplier conducts a free of charge re-count. Any surplus/excess money discovered during processing/consolidation shall be reported to the Contracting Authority and credited to their account accordingly.

Ordering and Delivery Service

- 2.20. The Supplier shall provide an ordering and delivery service to the Contracting Authority this shall include but not limited to:
- 2.21. A bulk cash (notes) and coinage in different denominations online and telephone ordering facility with a next day delivery service Monday – Friday excluding UK Public Holidays unless further defined by the Contracting Authority at Further Competition;
- 2.22. A cash float service that includes a pre-made float in denominations specified by the Contracting Authority either on a scheduled basis or ad-hoc with a next day delivery service Monday – Friday excluding UK Public Holidays unless further defined by the Contracting Authority at Further Competition;
 - 2.22.1. Secure online and telephone ordering facility to reorder and replenish stocks of Consumables e.g. secure tamper proof money bags, security seals etc.;
 - 2.22.2. A bulk cash and coinage delivery service in different denominations (that can coincide with a scheduled delivery if requested by the

- Contracting Authority) Monday – Friday excluding Public Holidays unless further defined by the Contracting Authority at Further Competition;
- 2.22.3. Deliveries to single and multiple location(s) as designated by the Contracting Authority Monday – Friday excluding Public Holidays unless further defined by the Contracting Authority at Further Competition;
- 2.22.4. Where a next day service cannot be provided to a Contracting Authority, due to the nature of cash services being requested, this should be expressed by the Supplier at Further Competition i.e. if foreign currency is required and this may have a lead time.

Transport Requirements

- 2.23. Suppliers shall be required to ensure their vehicles or vehicles used in the delivery and performance of this Framework Agreement comply with the relevant transport regulations.
- 2.24. The Supplier shall ensure that they can provide a variety of roadworthy vehicles that are serviced according the manufacturer's recommendations of various types and sizes to provide the security and safety requirements in Lot 3 using its own resources or those of a partner organisation(s). There will be a requirement for Suppliers to supply vehicles that are fitted with, but not limited to:
- 2.24.1. Vehicles with Global Positioning System (GPS);
- 2.24.2. Vehicles fitted with immobiliser and alarm;
- 2.24.3. Vehicles fitted with anti-theft devices.
- 2.25. The vehicle must have a valid MOT (where applicable) and road fund license.
- 2.26. The Supplier shall ensure that all employees are suitably trained and have the appropriate vehicle licences to drive the vehicle provided.
- 2.27. Vehicle Security: The Supplier shall be responsible for and provide assurances to the Contracting Authorities in respect of the security of all vehicles used for the delivery of this Framework Agreement. This will include, identification of vehicle crew and driver responsibilities and processes in place to ensure adherence to security policies, a process of reporting failures to comply with the vehicle crew and driver responsibilities and a disciplinary process that will deal adequately with these failures.
- 2.28. The Supplier shall ensure that all vehicles used in the provision of cash in transit services are fit for purpose, specially manufactured or adapted to have secure transportation as their primary function and to guard property against:
- 2.28.1. Destruction or damage;
- 2.28.2. Being stolen;
- 2.28.3. Being otherwise dishonestly taken or obtained;
- 2.28.4. Can withstand extreme degrees of heat;
- 2.28.5. Resist attempts of robbery and hijacking.
- 2.29. The Supplier shall be able to provide track and trace capability of all collection and delivery consignments.

Foreign and Forged Tender

- 2.30. Upon discovering foreign and/or forged tender within a Collection, the Supplier shall provide a report as necessary (this could be in the form of an email to the Contracting Authority) detailing the discrepancy and the location where the Collection was made. The Supplier is not obliged to compensate the Contracting Authority in this instance; however the Contracting Authority may request to see and take ownership of the foreign and/or forged tender in question, therefore the Service Provider should keep the tender until instructed by the Contracting Authority.

Changes to Legal Tender

- 2.31. Should the Royal Mint change the composition (size, shape, weight, material) of any of the coinage or notes they produce (as legal tender), the Supplier shall ensure they have, by the start of and throughout the duration of the contract, suitable service/maintenance agreements (or equivalent) with the Supplier(s) of their coin sorting/counting machines, in order to ensure that prior to the release of any new legal tender by the Royal Mint, their sorting/counting machine(s) are promptly calibrated and set-up to accommodate the change. No charge for this eventuality will be attributed to the Contracting Authorities under this contract.

Equipment

- 2.32. Any equipment whatsoever, that is provided to the Supplier by the Contracting Authority, in order for the Supplier to service the contract, (such as, but not limited to parking machine keys), shall remain the property of the Contracting Authority at all times.
- 2.33. All equipment shall be returned to the Contracting Authority within 24 hours of the end of the contract period.
- 2.34. Any loss or damage to equipment that is clearly the fault of the Supplier will be replaced by the Supplier or will be reimbursed to the Contracting Authority for the costs incurred in replacement. This may be further defined by the Contracting Authority at Further Competition.

Cash Processing Service

- 2.35. The Supplier shall provide a cash processing service to the Contracting Authority if required which shall include but is not limited to:
- 2.35.1. Secure collection of cash/cheques from the Contracting Authority;
 - 2.35.2. Bags scanned and transported to cash processing centres;
 - 2.35.3. Bags validated at cash processing centre and counted by processing teams;
 - 2.35.4. Contracting Authority notified if any discrepancies are found;
 - 2.35.5. Contracting Authority informed of final validation and conformation of reconciled amounts cash values notified to Contracting Authorities nominated bank;
 - 2.35.6. Contracting Authority sent validation and transaction report.

3. Additional Services

Provision of Cash Office Equipment

- 3.1. The Supplier shall provide a range of equipment and solutions to support secure and cost effective options for the Contracting Authorities. These may include but are not limited to;

- 3.1.1. Cash counting and sorting equipment;
- 3.1.2. Safes including intelligent safes;
- 3.1.3. Cash verification equipment.

Other Collections

- 3.2. Suppliers shall provide other services including but not limited to;
 - 3.2.1. Collection from charity boxes;
 - 3.2.2. Collection of mixed or sorted foreign currency.

ANNEX 4
Lot 4 – Explosive Substances (Class 1) and Firearms

1. Scope of Requirements

- 1.1. The scope of Lot 4 will deliver a full suite of service lines capable of fulfilling the broad range of Contracting Authority requirements for the Collection, Transportation and Delivery of Explosive substances and articles (UN Class 1) and Firearms.
- 1.2. The Core Requirements under this Lot are defined but not limited to the Collection, Transportation and Delivery of Explosive Substances and articles (UN Class 1);
 - 1.2.1. UN Class 1 High Consequence Explosive Substances and articles;
 - 1.2.2. UN Class 1 Explosive Substances and articles and articles division 1.1-1.6;
 - 1.2.3. Section 5 Firearms;
 - 1.2.4. Section 1 Firearms;
 - 1.2.5. Section 2 Firearms;
 - 1.2.6. Handguns for humane dispatch;
 - 1.2.7. Small arms ammunition;
 - 1.2.8. CS Gas and PAVA Spray;
 - 1.2.9. Chain of custody transportation service and services.
- 1.3. In addition, the Supplier may be required to collect or deliver various consignment types from within Europe and international locations as required by the Contracting Authority this may include the service of a freight forwarder.
- 1.4. The Supplier shall be able to collect/deliver consignment(s) at any sites and/or locations as requested by the Contracting Authority at Further Competition, as requested. Sites and locations may include but are not limited to:
 - 1.4.1. Government Buildings;
 - 1.4.2. Ministry of Defence (MoD) Facilities;
 - 1.4.3. Police Force buildings and facilities;
 - 1.4.4. Forensic Buildings/Hubs;
 - 1.4.5. Laboratories;
 - 1.4.6. Veterinary Buildings/Facilities

This list is not exhaustive and the Supplier shall be required to collect and deliver to sites and locations stipulated by the Contracting Authority at Further Competition.
- 1.5. For the avoidance of doubt the Supplier shall be aware that Explosive Substances and articles (UN Class 1) under this Lot are defined in ADR 2017 Chapter 2.
- 1.6. For the avoidance of doubt the Supplier shall be aware that under Section 5 of the Firearms Act 1968 'Firearm' means a lethal barrelled weapon of any description from which any shot, bullet or other missile can be discharged".
- 1.7. For the avoidance of doubt the Supplier shall be aware that Ammunition is defined as 'Ammunition' means ammunition for any firearm and includes grenades, bombs and other like missiles, whether capable of use with a firearm or not; and also includes prohibited ammunition."

- 1.8. For the avoidance of doubt the Supplier shall be aware that HCDG are defined in ADR 2017, chapter 1 paragraph 1.10.3.1 -1.10.3.11 defines HCDG as “those [goods] which have the potential for misuse in a terrorist incident and which may, as a result, produce serious consequences such as mass casualties or mass destruction” particularly for Class 7 mass socio-economic destruction.
- 1.9. The Supplier must fully comply at all times with all regulations governing the transport of Firearms, ammunition and explosives.
- 1.10. The Supplier shall be aware that they will be required to hold a current and valid Home Office Section 5 Firearms licence to transport all Firearms.
- 1.11. The Supplier shall be aware that any Subcontractors used by the Supplier to transport firearms will also be required to hold a current and valid Home Office Section 5 Firearms licence.

2. Mandatory Requirements

For the avoidance of doubt you MUST be able to provide the following requirements:

Regulatory Requirements

- 2.1. The Supplier shall ensure that they hold all the relevant licence (s) to be able to provide the services in Lot 4.
- 2.2. The Supplier shall fully comply at all times with all current legislation and regulations governing the packaging, handling and transportation of UN Class 1 Explosive Substances and articles division 1.1 - 1.6 as detailed below:
 - 2.2.1. The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009 amended 2011 ("CDG 2009");
 - 2.2.2. By Road – Carriage of Dangerous Goods by Road (ADR 2017) regulations;
 - 2.2.3. By Air – International Air Transport Association (IATA) including ICAO variations regulations;
 - 2.2.4. By Sea – International Maritime Dangerous Goods (IMDG) regulations;
 - 2.2.5. The Dangerous Goods in Harbour Areas Regulations 2016 (DGHar);
 - 2.2.6. Inland Waterways - European Agreement concerning the International Carriage of Dangerous Goods by Inland Waterways (ADN);
 - 2.2.7. By Rail –International Carriage of Dangerous Goods (RID) regulations;
 - 2.2.8. Health and Safety at Work Act 1974;
 - 2.2.9. The Explosives Regulations 2014;
 - 2.2.10. The Explosives Regulations 2014 (Amendment) Regulations 2016;
 - 2.2.11. The Control of Explosives Precursors etc. Regulations (Northern Ireland) 2014;
 - 2.2.12. Section 5 Firearms Act 1968;
 - 2.2.13. Firearms Rules 1998;
 - 2.2.14. Firearms (Northern Ireland) Order 2004 (the Order);
 - 2.2.15. Control of Substances Hazardous to Health Regulations 2002;
 - 2.2.16. Pyrotechnic (Safety) Regulations 2015
- 2.3. The Supplier shall be aware that if they are carrying ammunition that they will require to have:

- 2.3.1. Explosive certificate
- 2.3.2. Section 5 Firearm Licence issued by the Home Office. This is a legal requirement for the transportation of ammunition under the Firearms Act 1968.

Security Requirements

- 2.4. The Supplier shall be aware that all vehicle crew shall be issued with comprehensive instructions to deal with routine and emergency situations as that occur during and in transit outlined in paragraph 5.4.3 of ADR 2017 (instructions in writing).
- 2.5. The Supplier shall be aware that any person who acquires possession of, keeps, loads, unloads or transports any relevant explosive or is the occupier of a place where it is loaded or unloaded while on a journey must ensure that the reporting of any loss of any relevant explosive is reported immediately to:
 - 2.5.1. To the chief officer of police for the police area in which the loss occurs; or
 - 2.5.2. If it is not known where the loss occurred, to the chief officer of police for the police area in which the loss is discovered; or
 - 2.5.3. If the loss occurs or is discovered outside Great Britain, to any chief officer of police.
- 2.5.4. The Supplier shall be aware that when carrying munitions that the vehicle is accompanied by an escort vehicle.
- 2.5.5. The Supplier shall ensure that if the consignment is to be stored overnight, the Supplier must provide:
 - 2.5.5.1. Licenced storage facility;
 - 2.5.5.2. Suitable security for the goods and/or load in a secure compound, warehouse or facility including CCTV and which complies with all regulatory requirements;
 - 2.5.5.3. Required to have an explosive licence if any explosives are to be stored.
- 2.5.6. The Supplier shall be aware that temporary storage areas used during carriage of Dangerous and Hazardous Goods shall be appropriately secured, well lit and not accessible to the general public (Section 1.10.1.3 of ADR 2017 refers). 'Security Guidance on the Carriage of Dangerous Goods by Road and Rail', which is available on the Department for Transport website. This document contains security guidance and measures for the transport of all other classes of dangerous goods. <https://www.gov.uk/government/publications/security-requirements-for-moving-dangerous-goods-by-road-and-rail>
- 2.5.7. The Supplier shall be aware that they may only store explosives where a valid licence for their storage is in place and complies with the conditions of that licence
www.legislation.gov.uk/uksi/2016/315/contents/made
- 2.5.8. The Supplier shall ensure that all personnel engaged in the carriage of Dangerous Goods by road shall comply with the security requirements set out in Chapter 1.10 of ADR 2017 commensurate with their responsibilities. This also includes any future updates and/ or amendments to the regulations and legislation.
- 2.5.9. The Supplier shall have a process in place that is capable of notifying the Contracting Authority immediately, should there be any change to

- the delivery route of the consignment due to unforeseen circumstances and should be able to articulate what impact, if any, this re-routing will have on the delivery time of the consignment.
- 2.5.10. The Supplier shall ensure that all personnel engaged in the carriage of Dangerous and Hazardous Goods by road shall comply with the safety requirements set out in Chapter 1.4 of ADR 2017.
- 2.5.11. The Supplier shall ensure that they have a documented security plan in place (that shall adopt, implement and comply with a security plan that addresses at least the element set out in Chapter 1, (1.10.3.2) of ADR 2017) in compliance with current regulations and any future ADR 2017 amendments for the lifetime of this Framework agreement and any Call Off Contract(s).

Transport Requirements

- 2.6. Suppliers shall be required to ensure their vehicles used in the delivery and performance of this Framework Agreement comply with the relevant transport regulations.
- 2.6.1. The Supplier shall ensure that they can provide a variety of roadworthy vehicles types and sizes to provide the security and safety requirements in Lot 4 using its own resources or those of a partner organisation(s). Examples of vehicles that may be required, but not limited to:
- 2.6.2. Vehicles fitted with Global Positioning Systems (GPS);
- 2.6.3. Vehicles fitted with fitted with security boxes/cages;
- 2.6.4. Lockable Steel Cages—secured through padlocks / chains and straps;
- 2.6.5. Secure gun crates, which are sealed to form an evidence chain;
- 2.6.6. Vehicle fitted with immobiliser and alarm;
- 2.6.7. Temperature controlled vehicles;
- 2.6.8. The Supplier shall comply with all vehicle requirements as described in ADR 2017 for the Carriage on UN Class 1.

Collection Service

- 2.7. The successful Supplier must be able to provide a range of flexible solutions, including but not limited to:
- 2.7.1. Ad-hoc Collections – potentially at short notice or urgent collection;
- 2.7.2. Scheduled Consignments – collections from a pre-agreed collection point location (s) at a pre-agreed time;
- 2.7.3. Time critical collections – Often within 20-30 minutes of the request being made. This time critical requirement is imperative, particularly for some Contracting Authorities where urgent transportation is needed between premises;
- 2.7.4. Out of Hours Collection - to be available 24 hours a day, 365 days a year.
- 2.7.5. Where a scheduled collection is required, the Supplier will work with the Contracting Authority to agree a suitable collection time. The Supplier will be required to maintain this collection time during the lifetime of the Call Off Contract, unless a formal amendment is made in writing and mutually agreed between the Contracting Authority and the Supplier.

Delivery

- 2.8. The Supplier must be able to deliver consignments to any required address, site and location as requested by the Contracting Authority, within UK using its own resources or those of a partner organisation(s).
- 2.9. In addition, the Supplier may be required to facilitate the collection of various consignment types from within Europe and International locations using its own resources or those of a partner organisation(s) and deliver to addresses within the UK.
 - 2.9.1. The Supplier must be able to provide a full range of delivery options to the Contracting Authority, including but not limited to:
 - 2.9.1.1. Delivery to multiple locations – number of consignments collected from one address to be delivered to multiple addresses/locations;
 - 2.9.1.2. Deliveries outside of office hours – to be available 24 hours a day, 365 days a year;
 - 2.9.1.3. Deliveries to multiple locations within a single building or site;
 - 2.9.1.4. Deliveries to third party providers.
 - 2.9.2. If there are any restrictions, limitations or special requirements that the Supplier will need to be made aware of in order to successfully undertake the delivery of a consignment, then these will be defined by the Contracting Authority at Further Competition, where the Contracting Authority is aware of such any restrictions, limitations or special requirements.

Same Day Consignment Deliveries

- 2.10. By definition, a Same Day requirement means that the Supplier shall be capable of collecting a consignment and delivering the consignment within the same day, without the need for the consignment to be off loaded from the vehicle.
- 2.11. The Authority and Contracting Authorities accept that a Same Day requirement is a premium service.
- 2.12. Where the distance between the collection point of a consignment and the delivery address would mean that drivers hours regulations are breached, the Supplier shall agree in advance with the Contracting Authority a suitable solution that ensures the consignment is delivered on time, but does not put the Supplier at risk of committing any offences. This may include, but is not limited to:
 - 2.12.1. A dual manned vehicle;
 - 2.12.2. A change to the driver at an agreed point on the journey to the delivery destination.

Next Day Consignment Deliveries

- 2.13. By definition, a Next Day Secure requirement means that the Supplier shall be capable of collecting a consignment and delivering the consignment to the delivery address the day after collection.
- 2.14. The Supplier shall be capable of offering a wide range of Next Day delivery speeds, including but not limited to:
 - 2.14.1. Before 9.00am;

- 2.14.2. Before 12.00pm;
- 2.14.3. Before 5pm.

- 2.15. The Supplier shall ensure that if the consignment is to be stored overnight they must comply with all regulatory requirements and hold an explosive licence. The Supplier must provide suitable security for the consignment in a secure facility. This shall be agreed with the Contracting Authority and also subject to the Contracting Authority's security policy. This will be further defined at Further Competition with the Contracting Authority.

Track and Trace Facility

- 2.16. The Supplier will provide a full track and trace solution for all consignments This should include but not be limited to:
 - 2.16.1. End to end tracking including real time tracking, electronic -accessible tracking service that is capable of monitoring the delivery stages of a consignment from the collection point to the delivery point;
 - 2.16.2. Consignee (named individual) only signed proof of delivery at point of both collection and delivery.
- 2.17. The booking system facility must be available to the Contracting Authority 24hours a day, 7 days a week.
- 2.18. The Supplier must be able to provide a secure Proof of Delivery, which may include consignee (named individual) only notification, to the Contracting Authority to confirm delivery of the consignment, which shall comply with the appropriate regulations as, defined in ADR 2017.
- 2.19. Additional levels of detail required for Proof of Delivery shall be defined and agreed at Further Competition by the Contracting Authority and comply with all legislative requirements.
- 2.20. The Supplier shall also comply with all regulatory requirements as outlined in ADR 2017 for traceability of UN Class 1.

Training Requirements

- 2.21. The Supplier shall have a Dangerous Goods Safety Adviser (DGSA) who are employed in their organisation or have access to a qualified professional DGSA and can confirm that they have access to a qualified DGSA professional as part of their solution.
- 2.22. The Supplier shall ensure that all vehicle crew employed have undergone the appropriate training and awareness (or are trained and qualified) in the transportation and Carriage of Dangerous Goods (ADR 2017) regulations as outlined in Chapter 8.2.
- 2.23. The Supplier shall all ensure that any initial training completed by personnel shall be periodically supplemented with refresher training. This is to ensure personnel are up to date with all current ADR 2017 and Health & Safety legislative requirements.

Packaging

- 2.24. The Supplier shall ensure that all goods collected are visibly packaged correctly by the Contracting Authority before they accept for carriage and that the packaging is compliant with all regulatory requirements depending on the mode of transport e.g. by road ADR 2017 1.4.2.2.

- 2.25. The Supplier shall also ensure uniform and consistent packaging that is fully compliant with the regulations and legislation governing the packaging, handling and transportation of Explosive Substances and articles as defined in ADR 2017.
- 2.26. The Supplier shall comply with the current and any future amendments, regulations and legislation of ADR 2017 including, but not limited to:
- 2.26.1. The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009 amended 2011 ("CDG 2009");
 - 2.26.2. United Nations Packing Instructions and regulations (UN Model regulations);
- 2.27. The quantities of Explosive Substances and articles shall not exceed the limits specified in ADR 2017 and any subsequent amendments of legislative changes throughout the lifetime of this framework agreement and any Call Off Contract(s).

3. Additional Service Requirements

International Consignment Deliveries

- 3.1. The Supplier must be able to offer an International Courier service, which is capable of meeting the varying and often diverse requirements of Contracting Authorities.
- 3.2. Which may include but is not limited to the payment of local taxes and duties and the collection from courier premises.
- 3.3. For the provision of this service, the Supplier must be able to collect and deliver consignments to any required address(s), sites and/or location(s), as requested by the Contracting Authority, within Europe and international using its own resources or those of a partner organisation(s).
- 3.4. The Supplier shall be capable of providing a range of delivery speeds for International consignments, including but not limited to:
- 3.4.1. Europe - 1 to 3 days after collection;
 - 3.4.2. International – 1 to 4 days after collection.
- 3.5. The Authority shall accept variants to these delivery timescales where they offer improved value and delivery times.
- 3.6. The Supplier shall comply at all times with all ADR 2017 and International transport regulations.
- 3.7. The Supplier shall be aware that the regulations for the transport of Explosive Substances and articles are prescriptive to meet International service requirements that enable transport of packages across international borders.
- 3.8. The Supplier shall ensure that they are in possession of a current and valid [Intra Community Transfer document \(ICT\) for all International service requirements.](#)

Bulk Consignments

- 3.9. The Supplier shall be capable of collecting large, Bulk consignments and delivering the consignments to the delivery address within an agreed number of days after collection.
- 3.10. Bulk consignments could include, but are not limited to:
- 3.10.1. Large Scale Distribution;

- 3.10.2. Pallet Deliveries;
- 3.10.3. Overweight / Oversized Items.

- 3.11. The Supplier must be able to provide an appropriate range of vehicle types and sizes to deal with the broad range of Bulk consignment requirements of the Contracting Authorities.
- 3.12. The Supplier must ensure that the appropriate level of resource and handling equipment is provided to ensure the safe and effective handling of all bulk consignments.

Destruction/Disposal

- 3.13. The Supplier shall be able to collect consignments at any sites and/or locations as requested by the Contracting Authority and arrange for their safe destruction or disposal on behalf of the Contracting Authority.
- 3.14. The Supplier shall be aware that the consignments that are collected from the Contracting Authority may vary in:
 - 3.14.1. Size;
 - 3.14.2. Quantity;
 - 3.14.3. May be packaged, boxed and/or palletised but must not leave the site if they are unsuitable for onward transport and destruction/disposal. The Supplier shall be responsible for informing the Contracting Authority of any problems that occur in order for the Contracting Authority to advise of the appropriate action to be taken in order to resolve the situation..
- 3.15. The Supplier will be responsible for ensuring that the consignments are destroyed/disposed of in a legally compliant manner at a site that is suitably licensed for the type of consignment presented. The destruction/disposal facility (e.g. incinerator) must be compliant to and hold the relevant permits in relation to:
 - 3.15.1. The Explosives Regulations 2014;
 - 3.15.2. The Explosives Regulations 2014 (Amendment) Regulations 2016;
 - 3.15.3. The Control of Explosives Precursors etc. Regulations (Northern Ireland) 2014;
 - 3.15.4. The Environmental Permitting Regulations 2013 (England & Wales);
 - 3.15.5. The Pollution Prevention and Control (Industrial Emissions) Regulations 2012 (Northern Ireland);
 - 3.15.6. The Waste Management Licensing Regulations (Scotland) (Northern Ireland);
 - 3.15.7. The Pollution Prevention and Control Regulations 2012 (Scotland);
 - 3.15.8. The Industrial Emission Directive 2010;
 - 3.15.9. Hazardous Waste Regulations (England, Wales & Northern Ireland);
 - 3.15.10. Special Waste Regulations (Scotland)

as applicable, and any subsequent revisions for the period of this Framework Agreement and any Call Off Contract(s).

- 3.16. The Supplier shall be aware that certain consignments may require a representative of the Contracting Authority to be present during the destruction/disposal.
- 3.17. The Contracting Authority may require photographic or video evidence of the destruction/disposal of the consignment.

- 3.18. The Contracting Authority will require the Supplier to provide consignment notes or waste transfer notes, as appropriate dependent on the waste category of the consignment(s).
- 3.19. The Supplier is to comply with the statutory requirements of Duty of Care for the relevant country that the waste is produced, carried, stored, treat or disposed.
- 3.20. The Supplier shall be required to provide the Contracting Authority with a complete and documented audit trail from cradle to grave for the destruction/disposal including volumes and hazard group as appropriate.

ANNEX 5

Lot 5: The Haulage, Storage and Disposal of Seized Goods

1. Scope of Requirements

- 1.1. The scope of Lot 5 shall deliver a full suite of service lines capable of fulfilling the broad range of Contracting Authorities requirements for the secure collection and delivery of the Haulage, Storage and Disposal of Seized Goods and related services consignments.
- 1.2. This includes seized, seized under forfeiture, detained and confiscated goods, which are listed below but are not limited to:
 - 1.2.1. Illegal drugs;
 - 1.2.2. Controlled drugs and pharmaceuticals;
 - 1.2.3. Firearms, including any associated ammunition;
 - 1.2.4. Counterfeited items (including electrical items, clothing, footwear, money alcohol, pharmaceuticals, toys, accessories);
 - 1.2.5. Designer, branded, bespoke items (including clothing, footwear, jewellery, watches);
 - 1.2.6. Alcohol including spirits, wine (including sparkling wine), beer and associated items;
 - 1.2.7. High valuable goods including money (including foreign currency); jewellery, watches, clocks, fine art;
 - 1.2.8. Electrical items, brown goods, white goods;
 - 1.2.9. Sports equipment;
 - 1.2.10. Miscellaneous items;
 - 1.2.11. Tobacco products (including tobacco, cigarettes, e-cigarettes, cigars and other tobacco products);
 - 1.2.12. Perishable items; meat, poultry, fish, dairy products, vegetables;
 - 1.2.13. Sharp objects including knives;
 - 1.2.14. Indecent and obscene materials;
 - 1.2.15. Shipping and port containers;
 - 1.2.16. Petrol, red diesel;
 - 1.2.17. Electronic equipment – Mobile phones, laptops, tablets, cameras;
 - 1.2.18. Items confiscated or seized under a forfeiture order (POCA);
 - 1.2.19. Items detained or confiscated under the PACE Act 1984.

This list is not exhaustive and will be defined by the Contracting Authority at Further Competition.

- 1.3. The Core Requirements under this Lot are defined but not limited to:
 - 1.3.1. Collection and haulage of seized goods, in various size(s) and quantities, from the point of collection and transportation to a storage facility;
 - 1.3.2. Collection and haulage of seized goods in various size(s) and quantities from the point of collection and transportation to a facility for disposal;
 - 1.3.3. The secure storage of seized goods on behalf of the Contracting Authority whilst awaiting further instructions (typically for disposal or movement to another facility).
- 1.4. Goods may be disposed of in many ways including but not limited to, sale by public auction, sale via the internet, recycling, crushing, incineration, landfill etc. This must be agreed by the Contracting Authority and must always meet

The Environmental Permitting Regulations and meet the requirements of the Industrial Emissions Directive where relevant.

- 1.5. The Supplier shall be aware that the Contracting Authorities loads may not be consolidated with any other Contracting Authorities items or loads without the Contracting Authorities express permission.
- 1.6. This list is not exhaustive and the Supplier shall be required to collect and deliver to locations requested by the Contracting Authority at Further Competition.

2. Mandatory Requirements

For the avoidance of doubt you MUST be able to provide the following services:

Regulatory Requirements

- 2.1. The Supplier shall ensure that they hold any relevant licence(s) to be able to provide the services in Lot 5 including but not limited to :

- 2.1.1. Home Office Section 5 Firearms Licence

- 2.1.2. Explosive certificate

- 2.2. The Supplier shall fully comply at all times with all current and future legislation and regulations for the lifetime of this agreement and as may be updated from time to time, as detailed below:

- 2.2.1. Section 5 Firearms Act 1968;

- 2.2.2. ADR 2017 ;

- 2.2.3. Environmental Protection Act 1990;

- 2.2.4. European Community (EC) Directive 2000/76/EC on the incineration of waste ('WID');

- 2.2.5. Environmental Permitting (England and Wales) Regulations 2010;

- 2.2.6. Firearms Rules 1998;

- 2.2.7. Misuse of Drugs Act 1971;

- 2.2.8. Misuse of Drugs Regulations 2001;

- 2.2.9. Proceeds of Crime Act 2002

- 2.2.10. Health and Safety at Work Act 1974;

- 2.2.11. The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009 amended 2011 ("CDG 2009");

- 2.2.12. The Waste Electrical and Electronic Equipment Directive (WEEE Directive);

- 2.2.13. By Road – Carriage of Dangerous Goods by Road () regulations;

- 2.2.14. By Air – International Air Transport Association (IATA) including ICAO variations regulations;

- 2.2.15. By Sea – International Maritime Dangerous Goods (IMDG) regulations;

- 2.2.16. By Rail –International Carriage of Dangerous Goods (RID) regulations.

- 2.3. The Supplier shall be aware that any Subcontractors used by the Supplier will also be required to hold a current and valid Home Office Section 5 firearms licence.

- 2.4. The Supplier shall ensure that any significant incidents or accidents that occur must be reported to the Contracting Authority immediately along with

- the reporting of incidents to the relevant competent transport authorities, the necessary health authorities and any regulatory bodies immediately.
- 2.5. The Supplier shall ensure that if the goods and/or load is to be stored overnight, the Supplier must provide suitable security for the goods and/or load in a secure compound, warehouse or facility including CCTV and complies with all regulatory requirements.

Transport Requirements

- 2.6. The Supplier shall ensure that they can provide a variety of roadworthy vehicles of various types and sizes to provide the security and safety requirements in Lot 5 using its own resources or those of a partner organisation(s). There will be a requirement for Suppliers to supply vehicles that are fitted with, but not limited to:
- 2.6.1. Vehicles with Global Positioning System (GPS);
 - 2.6.2. Temperature Controlled vehicles;
 - 2.6.3. Vehicles with a tail lift;
 - 2.6.4. Recovery Vehicles;
 - 2.6.5. Vehicles fitted with immobiliser and alarm;
 - 2.6.6. Lockable steel cages secured with padlock/straps;
 - 2.6.7. Secure gun crates;
 - 2.6.8. Vehicles fitted with anti-theft devices.

Secure Collection and Haulage

- 2.7. The Supplier shall be aware that loads may vary in size including pallet size and oversized items the Supplier shall be able to provide any specialist equipment to enable them to load and unload the goods onto vehicles ready for transportation.
- 2.8. The Supplier shall ensure all items are securely loaded and arrive at their destination undamaged with any original seals and packaging intact and in the same condition as they were collected and loaded.
- 2.9. The Supplier shall be aware that any damage caused to saleable items during transit will be reimbursed by the Supplier.

Storage Facilities

- 2.10. The Supplier must be able to provide secure storage facilities with the appropriate security requirement (s) for Contracting Authorities. The Contracting Authority will further define this at Further Competition.
- 2.11. The Supplier shall be able to transport the seized goods from the collection point to either the Contracting Authorities own storage facilities, the Supplier's storage facility or a specified storage facility, including any temporary storage facilities.
- 2.12. The Supplier shall be aware that goods may be stored from a minimum of several hours and for extended periods e.g. months, if the goods are subject to any law enforcement investigations.
- 2.13. Any goods seized which are subject to Forensic examination may be held in the storage facility until any examinations have been completed.
- 2.14. The Suppliers shall be aware that the Contracting Authority will require an inventory of all seized goods that have been collected and transported for storage.
- 2.15. The Supplier shall be aware that the Contracting Authority will require a receipt for all goods/items in storage.

Disposal of seized goods

- 2.16. The Supplier shall be aware that this section is only applicable to goods that can be legally disposed of either through sale (public auction), salvage, breaking, re-use, re-cycling, similar means and other options rather than their destruction as agreed with the written agreement of the Contracting Authority at Further Competition.
- 2.17. For the provision of this service, the Supplier must be able to collect various consignment types from address(s), sites and/or location(s), as requested by the Contracting Authority, within UK using its own resources or those of a partner organisation(s).
- 2.18. The Supplier shall carry out an assessment and agree a valuation for any goods prior to disposal. This will be further defined at Further Competition with the Contracting Authority.
- 2.19. The Supplier shall agree a minimum price with the Contracting Authority for any public auction. This will be further defined at Further Competition with the Contracting Authority.

3. Additional Service Requirements

Destruction of Seized Goods

- 3.1. The Supplier shall be aware that this section is only applicable to goods that are to be destroyed as opposed to being disposed of through selling or similar means with prior written consent of the Contracting Authority.
- 3.2. The Supplier shall be able to collect consignments at any sites and/or locations as requested by the Contracting Authority and arrange for their safe destruction on behalf of the Contracting Authority.
- 3.3. The Supplier shall be aware that the consignments that are collected from the Contracting Authority may vary in:
 - 3.3.1. Size;
 - 3.3.2. Quantity;
 - 3.3.3. May be packaged, boxed and/or palletised but must not leave the site if they are unsuitable for onward transport and destruction.
- 3.4. The Supplier shall be responsible for informing the Contracting Authority of any problems that occur in order for the Contracting Authority to advise of the appropriate action to be taken in order to resolve the situation..
- 3.5. The Supplier will be responsible for ensuring that the consignments are destroyed in a legally compliant manner at a site that is suitably licensed for the type of consignment presented. The destruction facility (e.g. incinerator) must be compliant to and hold the relevant permits in relation to:
 - 3.5.1. The Environmental Permitting Regulations 2013 (England & Wales);
 - 3.5.2. The Pollution Prevention and Control (Industrial Emissions) Regulations 2012 (Northern Ireland);
 - 3.5.3. The Waste Management Licensing Regulations (Scotland) (Northern Ireland);
 - 3.5.4. The Pollution Prevention and Control Regulations 2012 (Scotland);
 - 3.5.5. The Industrial Emission Directive 2010;
 - 3.5.6. Hazardous Waste Regulations (England, Wales & Northern Ireland);
 - 3.5.7. Special Waste Regulations (Scotland);

3.5.8. The Waste Electrical and Electronic Equipment Directive (WEEE Directive).

As applicable, and any subsequent revisions for the period of this Framework Agreement and any Call Off Contract(s).

- 3.6. The Supplier shall provide a certificate of destruction to the Contracting Authority for all items that have been destroyed. This will be defined by the Contracting Authority at Further Competition.
- 3.7. The Supplier shall be aware that certain consignments may require a representative of the Contracting Authority to be present during the destruction.
- 3.8. The Contracting Authority may require photographic or video evidence of the destruction of the consignment.
- 3.9. The Contracting Authority will require the Supplier to provide consignment notes or waste transfer notes, as appropriate dependent on the waste category of the consignment(s).
- 3.10. The Supplier is to comply with the statutory requirements of Duty of Care for the relevant country that the waste is produced, carried, stored, treat or disposed.
- 3.11. The Supplier shall be required to provide the Contracting Authority with a complete and documented audit trail from cradle to grave for the destruction/disposal including volumes and hazard group as appropriate.

International Service

- 3.12. The Supplier shall be aware that there may be a requirement to collect and transport seized and confiscated goods from Europe and return to the UK. This will be defined by the Contracting Authority at Further Competition.
- 3.13. The Supplier shall be able to transport the seized and confiscated goods from the collection point to either the Contracting Authorities own storage facilities, the Supplier's storage facility or a specified storage facility, including any temporary storage facilities.

ANNEX 6

Lot 6: The Haulage, Storage and Disposal of Vehicles

1. Scope of Requirements

- 1.1. The scope of Lot 6 shall deliver a full suite of service lines capable of fulfilling the broad range of Contracting Authorities requirements for the secure collection and delivery of the Haulage, Storage and Disposal of Vehicles and related services consignments.
- 1.2. This includes seized, under forfeiture, detained and confiscated vehicles, which are listed below but are not limited to:
 - 1.2.1. Vehicles, including cars, motorcycles, pushbikes, quad bikes;
 - 1.2.2. Commercial vehicles (including light, heavy and tankers);
 - 1.2.3. Vessels (boats, canoes, jet skis etc.);
 - 1.2.4. Caravans and motor homes;
 - 1.2.5. Plant, machinery;
 - 1.2.6. Trailers of all sizes;
 - 1.2.7. Vehicle components;
 - 1.2.8. Aircraft;
 - 1.2.9. Vehicles and items confiscated or seized under a forfeiture order (POCA);
 - 1.2.10. Vehicles and items detained or confiscated under the PACE Act;
 - 1.2.11. Vehicles that may have no accompanying paperwork or keys.
- 1.3. The Core Requirements under this Lot are defined but not limited to:
 - 1.3.1. Collection and haulage of vehicles including seized vehicles from the point of collection and transportation to a storage facility and / or a safe location;
 - 1.3.1.1. This may include any mounting on trailers and disassembly necessary for safe transportation to a storage depot.
 - 1.3.2. Collection of vehicles from the point of collection to a facility for disposal;
 - 1.3.3. Secure storage of vehicles on behalf of the Contracting Authority whilst awaiting further instructions (typically transporting for forensic examination /assessment, disposal or to another facility).
 - 1.3.3.1. This may also include the management of any cargo which may be collected by a separate vehicle.
- 1.4. Vehicles may be disposed of in many ways including but not limited to, sale by public auction, sale via the internet, breaking, recycling, crushing, incineration, landfill etc. This must be agreed by the Contracting Authority and must always meet The Environmental Permitting Regulations and meet the requirements of the Industrial Emissions Directive where relevant.
- 1.5. The Supplier shall be able to collect vehicles including seized and/or detained vehicles at any sites and/or locations as requested by the Contracting Authority when requested.
- 1.6. For the provision of this service, the Supplier shall be able to collect vehicles from address(s), sites and/or location(s), as requested by the Contracting Authority, using its own resources or those of a partner organisation(s) (Subcontractor).

2. Mandatory Requirements

For the avoidance of doubt you MUST be able to provide the following services:

Regulatory Requirements

- 2.1. The Supplier shall ensure that they hold any relevant licence(s) to be able to provide the services in Lot 6.
- 2.2. The Supplier shall fully comply at all times with all current and future legislation and regulations for the lifetime of this agreement governing the packaging, handling, transportation, disposal and environmental regulatory of the Secure Service for the Haulage, Storage and Disposal of vehicles as detailed below:
 - 2.2.1. The End of Life Vehicle Act amended 2010;
 - 2.2.2. The Removal, Storage and Disposal of Vehicles (Prescribed Sums and Charges) Regulations 2008;
 - 2.2.3. Scrap Metal Dealers Act 2013 and Scrap Metal Dealers Act 2013 (Commencement and Transitional Provisions) Order 2013 (SI 2013/1966);
 - 2.2.4. Environmental Protection Act 1990;
 - 2.2.5. European Community (EC) Directive 2000/76/EC on the incineration of waste ('WID');
 - 2.2.6. The Environmental Permitting (England and Wales) Regulations 2010;
 - 2.2.7. Health and Safety at Work Act 1974;
 - 2.2.8. Proceeds of Crime Act 2002;
 - 2.2.9. By Road – Carriage of Dangerous Goods by Road (ADR 2017) regulations;
 - 2.2.10. By Air – International Air Transport Association (IATA) including ICAO variations regulations;
 - 2.2.11. By Sea – International Maritime Dangerous Goods (IMDG) regulations;
 - 2.2.12. By Rail –International Carriage of Dangerous Goods (RID) regulations;
 - 2.2.13. The Waste Electrical and Electronic Equipment Directive (WEEE Directive).
- 2.3. The Supplier shall ensure that any significant incidents or accidents that occur must be reported to the Contracting Authority along with the reporting of incidents to the relevant competent transport authorities, the necessary health authorities and any regulatory bodies immediately.
- 2.4. The Supplier shall ensure that if the vehicles and/or load is to be stored overnight, the Supplier must provide suitable security for the goods and/or load in a secure compound, warehouse or facility including CCTV and complies with all regulatory requirements.

Transport Requirements

- 2.5. Suppliers shall be required to ensure vehicles used in the delivery and performance of this Framework Agreement comply with the relevant transport regulations.
- 2.6. The Supplier shall ensure that they can provide a variety of roadworthy vehicles of various types and sizes to provide the security and safety requirements in Lot 6 using its own resources or those of a partner organisation(s). There will be a requirement for Suppliers to supply vehicles that are fitted with, but not limited to:
 - 2.6.1. Vehicles with Global Positioning System (GPS);

- 2.6.2. Vehicles with a tail lift;
- 2.6.3. Recovery Vehicles of various sized;
- 2.6.4. Vehicles fitted with immobiliser and alarm;
- 2.6.5. Vehicles fitted with anti-theft devices.

Secure Collection and Haulage

- 2.7. The Supplier shall be aware that vehicles may vary in size and the Supplier shall be able to provide any specialist equipment and resource to enable them to load and unload the vehicles ready for transportation.
- 2.8. The Supplier shall ensure all items are securely loaded and arrive at their destination undamaged and in the same condition as they were collected and loaded.
- 2.9. The Supplier shall be aware that any damage caused to saleable items during transit will be reimbursed by the Supplier.

Storage Facilities

- 2.10. The Supplier must be able to provide secure storage facilities with the appropriate security requirement (s) for Contracting Authorities. The Contracting Authority will further define this at Further Competition.
- 2.11. The Supplier shall be able to transport the vehicles from the collection point to either the Contracting Authorities own storage facilities, the Supplier's storage facility or a specified storage facility, including any temporary storage facilities.
- 2.12. The Supplier shall be aware that vehicles may be stored from a minimum of several hours and for extended periods e.g. months, if the vehicles are subject to any law enforcement investigations.
- 2.13. The Supplier shall be aware that there may be a requirement to work with third parties to allow any consignments and or vehicles to be released to its lawful owner once forensic examinations have been completed. The Contracting Authority will define this at Further Competition.
- 2.14. Any vehicles which are subject to forensic examination may be held in the storage facility until any examinations have been completed.
- 2.15. The Suppliers shall be aware that the Contracting Authority will require an inventory of all vehicles that have been collected and transported for storage.
- 2.16. The Supplier shall be aware that the Contracting Authority will require a receipt for all vehicles /items in storage.

Disposal of Vehicles

- 2.17. The Supplier shall be aware that this section is only applicable to vehicles that can legally be disposed of either through sale (public auction), internet auction, salvage, breaking, recycling, re-use, similar means and other options rather than their destruction.
- 2.18. For the provision of this service, the Supplier must be able to collect various consignment types from address(s), sites and/or location(s), as requested by the Contracting Authority, within UK using its own resources or those of a partner organisation(s).
- 2.19. The Supplier shall be required to collect all vehicles identified for disposal by the Contracting Authority which may include but not limited to;
 - 2.19.1. Seized vehicles;
 - 2.19.2. Vehicles forensically examined;

- 2.19.3. Vehicles with no accompanying legal documentation;
- 2.19.4. Paperwork;
- 2.19.5. Keys;
- 2.19.6. Accident damaged vehicles;
- 2.19.7. Burnt out vehicles;
- 2.19.8. Caravans and motorhomes;
- 2.19.9. Quad bikes and off road vehicles

This will be further defined at Further Competition with the Contracting Authority.

- 2.20. The Supplier shall ensure that in disposing of any vehicles the Supplier or any Subcontractor must comply with all regulatory requirements and also be licensed as an Authorised Treatment Facility (ATF) for the disposal of End of Life Vehicles (ELV) in accordance with UK ELV Regulations.
- 2.21. The Supplier shall carry out an assessment and shall ensure that the vehicle is fit for sale and agree a valuation for any vehicles prior to disposal. This will be further defined at Further Competition with the Contracting Authority.
- 2.22. The Supplier shall agree a minimum price with the Contracting Authority for any public auction. This will be further defined at Further Competition with the Contracting Authority.

Additional Service Requirements

Destruction of Vehicles

- 2.23. The Supplier shall be aware that this section is only applicable to vehicles that are to be destroyed as opposed to being disposed of through selling or similar means.
- 2.24. The Supplier shall be able to collect vehicles at any sites and/or locations as requested by the Contracting Authority and arrange for their safe destruction on behalf of the Contracting Authority.
- 2.25. The Supplier shall be responsible for informing the Contracting Authority of any problems that occur in order for the Contracting Authority to advise of the appropriate action to be taken in order to resolve the situation..
- 2.26. The Supplier will be responsible for ensuring that the consignments are destroyed in a legally compliant manner at a site that is suitably licensed for the type of consignment presented. The destruction facility (e.g. incinerator) must be compliant to and hold the relevant permits in relation to:
 - 2.26.1. End of Life Vehicle Regulations (amended) 2010;
 - 2.26.2. The Environmental Permitting Regulations 2013 (England & Wales);
 - 2.26.3. The Pollution Prevention and Control (Industrial Emissions) Regulations 2012 (Northern Ireland);
 - 2.26.4. The Waste Management Licensing Regulations (Scotland) (Northern Ireland);
 - 2.26.5. The Pollution Prevention and Control Regulations 2012 (Scotland);
 - 2.26.6. The Industrial Emission Directive 2010;
 - 2.26.7. Hazardous Waste Regulations (England, Wales & Northern Ireland);
 - 2.26.8. Special Waste Regulations (Scotland)

as applicable, and any subsequent revisions for the period of this Framework Agreement and any Call Off Contract(s).

- 2.27. The Supplier shall provide a certificate of destruction to the Contracting Authority for all items that have been destroyed. This will be defined by the Contracting Authority at Further Competition.
- 2.28. The Supplier shall be aware that certain consignments may require a representative of the Contracting Authority to be present during the destruction.
- 2.29. The Contracting Authority may require photographic or video evidence of the destruction of the consignment.
- 2.30. The Contracting Authority will require the Supplier to provide consignment notes or waste transfer notes, as appropriate dependent on the waste category of the consignment(s).
- 2.31. The Supplier is to comply with the statutory requirements of Duty of Care for the relevant country that the waste is produced, carried, stored, treat or disposed.
- 2.32. The Supplier shall be required to provide the Contracting Authority with a complete and documented audit trail from cradle to grave for the destruction/disposal including volumes and hazard group as appropriate.

International Service

- 2.33. The Supplier shall be aware that there may be a requirement to collect and transport seized and confiscated goods from Europe and return to the UK. This will be defined by the Contracting Authority at Further Competition.
- 2.34. The Supplier shall be able to transport the vehicles from the collection point to either the Contracting Authorities own storage facilities, the Supplier's storage facility or a specified storage facility, including any temporary storage facilities.

Administration Requirements

- 2.35. The Supplier shall be aware that there may be a requirement by the Contracting Authorities to undertake a number of administrative tasks that may include, but not limited to:
 - 2.35.1. Undertake third party vehicle checks on behalf of the Contracting Authority to identify HPI or hire companies and where appropriate to agree a settlement figure and to settle any outstanding monies due;
 - 2.35.2. Where appropriate, the Supplier shall seek to obtain Notification of Vehicle Arrivals (NOVA) certificates to facilitate the re-registration of vehicles, post-sale;
 - 2.35.3. The Supplier shall also be required to notify the DVLA of a change in vehicle ownership;
 - 2.35.4. The Contracting Authority may also require the Supplier to undertake some refurbishment of vehicles prior to their sale at auction.

ANNEX 7
Lot 7: Radioactive Materials (Class 7)

1. Scope of Requirements

- 1.1. The scope of Lot 7 will deliver a full suite of service lines capable of fulfilling the broad range of Contracting Authority requirements for the Collection, Transportation and Delivery of Radioactive Materials
- 1.2. The Core Requirements under this Lot are defined but not limited to the Collection, Transportation and Delivery of Radioactive Materials (UN Class 7) as detailed below:
 - 1.2.1. UN Class 7 Radioactive Materials;
 - 1.2.2. UN Class 7, High Consequence Radioactive Material.
- 1.3. In addition, the Supplier may be required to collect or deliver various consignment types from within Europe and international locations as required by the Contracting Authority this may include the service of a freight forwarder.
- 1.4. This includes a same day, next day, scheduled ad-hoc and emergency -time critical service. Sites and locations may include but are not limited to:
 - 1.4.1. Civil nuclear licensed sites;
 - 1.4.2. Defence sites (licensed and non-licensed);
 - 1.4.3. Non-nuclear facilities and users e.g. hospitals, laboratories and medical facilities.
 - 1.4.4. This list is not exhaustive and the Supplier shall be required to collect and deliver to sites and locations stipulated by the Contracting Authority at Further Competition.

2. Mandatory Requirements

For the avoidance of doubt you MUST be able to provide the following requirements:

Regulatory Requirements

- 2.1. The Supplier shall fully comply at all times with all current legislation and regulations governing the collection, delivery transportation, packaging and handling of UN Class 7 Radioactive Materials as detailed below and as may be updated from time to time:
 - 2.1.1. The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009 amended 2011 ("CDG 2009");
 - 2.1.2. By Road – International Carriage of Dangerous Goods by Road (ADR) regulations;
 - 2.1.3. By Air – Air Transport Association (IATA) including ICAO variations regulations;
 - 2.1.4. By Sea – International Maritime Dangerous Goods (IMDG) regulations;
 - 2.1.5. By Rail –International Carriage of Dangerous Goods (RID) regulations;
 - 2.1.6. Health and Safety at Work Act 1974;
 - 2.1.7. The Carriage of Dangerous Goods (Classification Packaging and Labelling) and Use of Transportable Pressure Receptacles Regulations 2009;

- 2.1.8. Radioactive Substances Act 1993;
 - 2.1.9. The Energy Act 2013
 - 2.1.10. The Radioactive Substances Exemption (Scotland) Order 2011;
 - 2.1.11. Control of Substances Hazardous to Health Regulations 2002;
 - 2.1.12. The Ionising Radiations Regulations 1999 (IRR99).
- 2.2. The Supplier shall comply with all Audit and Inspection programmes requested and conducted by the Office for Nuclear Regulations (ONR).
 - 2.3. The Supplier shall ensure that all consignments has been packed, labelled and declared according with the IATA Dangerous Goods Regulations (DGR).
 - 2.4. The Supplier shall ensure that all documentation required for the shipping of HCDG by air complies with IATA and ICAO Regulations is completed.
 - 2.5. The Supplier shall ensure that all packaging, documentation and labelling for HCDG meet the requirements of all current and future amendments of ADR 2017.
 - 2.6. The Supplier must comply with the Ionising Radiations Regulations 1999 (IRR99) in terms of their duty of care to their employees.

Security and Safety Requirements

- 2.7. The Supplier shall be aware that before the carriage of any Class 7 dangerous goods into, or within, GB the consignor and carrier must ensure that there are written arrangements in place to deal with a radiological emergency. These arrangements are in addition to the Instructions in Writing required by ADR 2017. Please see link below:
 - 2.7.1. <http://www.onr.org.uk/transport/transport-guidance-overseas-consigners.pdf>
- 2.8. The Supplier shall be aware that all vehicle crew shall be issued with comprehensive instructions to deal with routine and emergency situations as that occur during and in transit outlined in ADR 2017 5.4.3 (instructions in writing).
- 2.9. The Supplier shall ensure that they shall have a documented security plan in place that shall adopt, implement and comply with a security plan that addresses at least the elements as set out in paragraph 10.3.2.2 of ADR 2017. This is in compliance with current ADR 2017 and any future ADR 2017 amendments. The Supplier shall be aware that this is for the lifetime of this Framework agreement and any Call Off Contract.
- 2.10. The Supplier shall ensure that any significant incidents or accidents that occur must be reported to the Contracting Authority and any regulatory bodies immediately.
- 2.11. The Supplier shall ensure that all personnel engaged in the carriage of UN Class 7 Radioactive Materials by road shall consider the security requirements set out in Chapter 1.10 of ADR 2017 commensurate with their responsibilities.
- 2.12. The Supplier shall where requested by a Contracting Authority, provide security clearance details of vehicle crew making regular deliveries to secure establishments. The Supplier may be required to supply full booking in details which may include, but not be limited to:
 - 2.12.1. Vehicle details including registration;
 - 2.12.2. Full vehicle crew details and estimated time of arrival;
 - 2.12.3. Details of the next destination of the vehicle.

- 2.13. The Supplier shall have a process in place that is capable of notifying the Contracting Authority immediately, should there be any change to the delivery route of the consignment due to unforeseen circumstances and should be able to articulate what impact, if any, this re-routing will have on the delivery time of the consignment.
- 2.14. The Supplier shall ensure security on all aspects of the services is commensurate with the value of consignment being transported and stored overnight.
- 2.15. The Supplier shall comply with all Audit and Inspection programmes requested and conducted by the Office for Nuclear Regulations (ONR).
- 2.16. The Supplier shall ensure that if the consignment is to be stored overnight, the Supplier must provide suitable security for the consignment in a secure compound, warehouse or facility including CCTV and complies with all regulatory requirements. This shall be agreed with the Contracting Authority and also subject to the Contracting Authority's security policy. This will be further defined at Further Competition with the Contracting Authority.
- 2.17. Temporary storage during carriage of Class 7 radioactive materials. Areas used for temporary storage of radioactive material shall be properly secured, well lit and, where possible and appropriate, not accessible to the general public (Section 1.10.1.3 of ADR 2017 refers). All relevant areas should be subject to a security risk assessment to establish what measures are required to prevent unauthorised access and action taken accordingly to reduce identified risks.
- 2.18. The Supplier shall be aware that a higher level of security clearance will be required for certain Contracting Authorities due to the specific nature of their requirement(s).
- 2.19. A Risk Assessment template and information on conducting a Risk Assessment is contained in the Department for Transport publication, 'Security Guidance on the Carriage of Dangerous Goods by Road and Rail', which is available on the Department for Transport website at <https://www.gov.uk/government/publications/security-requirements-for-moving-dangerousgoods-by-road-and-rail>. This document also contains security guidance and measures for the transport of all other classes of dangerous goods.

Transport Requirements

- 2.20. Suppliers shall be required to ensure vehicles used in the delivery and performance of this Framework Agreement comply with the relevant transport regulations:
- 2.20.1. The Ionising Radiations Regulations 1999 (IRR99).
- 2.21. The Supplier shall also ensure that they comply with the Security of Nuclear Material in Transport guide http://www-pub.iaea.org/MTCD/Publications/PDF/Pub1686_web.pdf.
- 2.22. There will be a requirement for Suppliers to supply vehicles that are fitted with Global Positioning Systems (GPS).
- 2.23. The Supplier must provide, as a minimum, lead shielding behind the driver and any passengers that meets all current and future legislation.

Collection

- 2.24. The successful Supplier must be able to provide a range of flexible solutions, including but not limited to:
- 2.24.1. Ad-hoc Collections - potentially at short notice or urgent collection;
 - 2.24.2. Scheduled Consignments – regular collections from a pre-agreed collection point location (s) at a pre-agreed time;
 - 2.24.3. Time critical collections – Often within 20-30 minutes of the request been made. This time critical requirement is imperative, particularly for some Contracting Authorities where urgent transportation is needed between premises;
 - 2.24.4. Out of Hours Collection - to be available 24 hours a day, 365 days a year.

Delivery

- 2.25. The Supplier must be able to deliver consignments from any required address, site and location as requested by the Contracting Authority, within the UK and International using its own resources or those of a partner organisation(s).
- 2.26. If there are any restrictions, limitations or special requirements that the Supplier will need to be made aware of in order to successfully undertake the delivery of a consignment, then these will be defined by the Contracting Authority at Further Competition, where the Contracting Authority is aware of such restrictions, limitations or special requirements.
- 2.27. The Supplier must be able to provide a full range of delivery options to the Contracting Authority, including but not limited to:
- 2.27.1. Delivery to multiple locations – number of consignments collected from one address to be delivered to multiple addresses/locations;
 - 2.27.2. Deliveries outside of office hours – to be available 24 hours a day, 365 days a year;
 - 2.27.3. Deliveries to multiple locations within a single building or site;
 - 2.27.4. Deliveries to third party providers.
- 2.28. The Supplier shall ensure that if the consignment is to be stored overnight, the Supplier must provide suitable security for the consignment in a secure compound, warehouse or facility including CCTV and complies with all regulatory requirements and this shall include a full security plan.
- 2.29. This shall be agreed with the Contracting Authority and also subject to the Contracting Authority's security policy. This will be further defined at Further Competition with the Contracting Authority.
- 2.30. The Supplier shall have a process in place that is capable of notifying the Contracting Authority immediately, should there be any change to the delivery route of the consignment due to unforeseen circumstances and should be able to articulate what impact, if any, this re-routing will have on the delivery time of the consignment.

Same Day Consignment Deliveries

- 2.31. By definition, a Same Day requirement means that the Supplier shall be capable of collecting a consignment and delivering the consignment within the same day, without the need for the consignment to be off loaded from the vehicle.

- 2.32. The Authority and Contracting Authorities accept that a Same Day requirement is a Premium Service when arranged on the day for same day delivery.
- 2.33. Where the distance between the collection point of a consignment and the delivery address would mean that drivers hours regulations are breached, the Supplier shall agree in advance with the Contracting Authority a suitable solution that ensures the consignment is delivered on time, but does not put the Supplier at risk of committing any offences. This may include, but is not limited to:
- 2.33.1. A dual manned vehicle;
- 2.33.2. A change to the driver at an agreed point on the journey to the delivery destination.

Next Day Consignment Deliveries

- 2.34. By definition, a Next Day Secure requirement means that the Supplier shall be capable of collecting a consignment and delivering the consignment to the delivery address the day after collection.
- 2.35. The Supplier shall be capable of offering a wide range of Next Day delivery speeds, including but not limited to:
- 2.35.1. Before 9.00am;
- 2.35.2. Before 12.00pm;
- 2.35.3. Before 5pm.
- 2.36. The Supplier shall ensure that if the consignment is to be stored overnight they must comply with all regulatory requirements and hold an explosive licence. The Supplier must provide suitable security for the consignment in a secure facility. This shall be agreed with the Contracting Authority and also subject to the Contracting Authority's security policy. This will be further defined at Further Competition with the Contracting Authority.

Track and Trace

- 2.37. The Supplier will provide a full track and trace solution for all consignments (UK, Europe and International). This should include but not be limited to:
- 2.37.1. End to end tracking including near real time tracking, electronic - accessible tracking service that is capable of monitoring the delivery stages of a consignment from the collection point to the delivery point;
- 2.37.2. Consignee (named individual) only signed proof of delivery at point of both collection and delivery.
- 2.38. The booking system facility must be available to the Contracting Authority 24hours a day, 7 days a week.
- 2.39. The Supplier must be able to provide a secure proof of delivery consignee (named individual) only notification to the Contracting Authority to confirm delivery of the consignment which shall comply with the appropriate regulations as defined in ADR 2017.

Training Requirements

- 2.40. The Supplier shall have a Dangerous Goods Safety Adviser (DGSA) who are employed in their organisation or have access to a qualified

professional DGSA and can confirm that they have access to a qualified DGSA professional as part of their solution.

- 2.41. The Supplier shall ensure that all vehicle crew employed have undergone the appropriate training and awareness (or are trained and qualified) in the transportation and Carriage of Dangerous Goods (ADR 2017) regulations as outlined in Chapter 8.2.
- 2.42. The Supplier shall all ensure that any initial training completed by personnel shall be periodically supplemented with refresher training. This is to ensure personnel are up to date with all current ADR 2017 and Health & Safety legislative requirements.

Packaging

- 2.43. The Supplier shall ensure that all goods collected are visibly packaged correctly by the Contracting Authority or consignor before they accept for carriage and that the packaging is compliant with all regulatory requirements depending on the mode of transport (e.g. by road, ADR 2017 1.4.2.2) and prepared in a manner that they arrive at their destination in good condition and present no harm or hazard to persons or animals during carriage.
- 2.44. All Packaging (other than for limited and excepted quantities) has to be designed and constructed to UN specification standards and must pass specific, dependent on the type of package, e.g. such as being dropped, held in a stack and subjected to pressure demands. It must also meet the needs of the substance it is to contain. A national competent authority must certify type B packaging.
- 2.45. The Supplier must also ensure uniform and consistent packaging that is fully compliant and complies at all times with the regulations and legislation governing the packaging, handling and transportation of Radioactive Materials as defined in ADR 2017.
- 2.46. The Supplier shall ensure that all package types, limits on activity and any other restrictions specified by the manufacturer or supplier or approver of the package are complied with.
- 2.47. The Supplier shall comply with the current and any future amendments, regulations and legislation of ADR 2017 including:
 - 2.47.1. The Carriage of Dangerous Goods (Classification Packaging and Labelling) and Use of Transportable Pressure Receptacles Regulations 2009;
 - 2.47.2. United Nations Packing Instructions and regulations (UN Model regulations).
- 2.48. The Supplier shall be aware that the regulations for the transport of Radioactive Materials are prescriptive to meet international requirements that enable transport of packages across international borders.
- 2.49. The quantities of Radioactive Materials shall not exceed the limits specified in ADR 2017 and any subsequent amendments of legislative changes throughout the lifetime of this framework agreement and any Call Off Contract(s).
- 2.50. The Supplier may be responsible for the collection of all used packaging and return to the producer.

3. Additional Service Requirements

International Consignment Deliveries

- 3.1. The Supplier must be able to offer an International Courier service, which is capable of meeting the varying and often diverse requirements of Contracting Authorities.
- 3.2. Which may include but is not limited to the payment of local taxes and duties and the collection from courier premises.
- 3.3. The Supplier must be able to deliver secure consignments to any required address, as requested by the Contracting Authority to International destinations using its own resources or those of a partner organisation(s).
- 3.4. In addition, the Supplier may be required to facilitate the collection of various consignment types from international locations using its own resources or those of a partner organisation(s) and deliver to addresses within the UK. The Supplier shall be aware that this may include the service of freight forwarder provider and/or service.
- 3.5. The Supplier shall be capable of providing a range of delivery speeds for International consignments, including but not limited to:
 - 3.5.1. Europe - 1 to 3 days after collection;
 - 3.5.2. International – 1 to 4 days after collection.
- 3.6. The Authority shall accept variants to these delivery timescales where they offer improved value and delivery times.
- 3.7. The Supplier shall comply at all times with IATA regulations.

Bulk Consignments

- 3.8. The Supplier shall be capable of collecting large, Bulk consignments and delivering the consignments to the delivery address within an agreed number of days after collection.
- 3.9. Bulk consignments could include, but are not limited to:
 - 3.9.1. Large Scale Distribution;
 - 3.9.2. Pallet Deliveries;
 - 3.9.3. Overweight / Oversized Items.
- 3.10. The Supplier must be able to provide an appropriate range of vehicle types and sizes to deal with the broad range of Bulk consignment requirements of the Contracting Authorities.
- 3.11. The Supplier must ensure that the appropriate level of resource and handling equipment is provided to ensure the safe and effective handling of all bulk consignments.
- 3.12. The Supplier shall be able to provide a range of indemnity levels to the Contracting Authority; this may include enhanced indemnity if required. The Contracting Authority shall be responsible for selecting the appropriate level of indemnity for each consignment.

Destruction/Disposal

- 3.13. The Supplier shall be able to collect consignments at any sites and/or locations as requested by the Contracting Authority and arrange for their safe destruction or disposal on behalf of the Contracting Authority.
- 3.14. The Supplier shall be aware that the consignments that are collected from the Contracting Authority may vary in:

- 3.14.1. Size;
 - 3.14.2. Quantity;
 - 3.14.3. May be packaged, boxed and/or palletised but must not leave the site if they are unsuitable for onward transport and destruction/disposal.
- 3.15. The Supplier shall be responsible for informing the Contracting Authority of any problems that occur in order for the Contracting Authority to advise of the appropriate action to be taken in order to resolve the situation.
- ..
- 3.16. The Supplier will be responsible for ensuring that the consignments are destroyed/disposed of in a legally compliant manner at a site that is suitably licensed for the type of consignment presented. The destruction/disposal facility (e.g. incinerator) must be compliant to and hold the relevant permits in relation to:
- 3.16.1. The Environmental Permitting Regulations 2013 (England & Wales);
 - 3.16.2. The Pollution Prevention and Control (Industrial Emissions) Regulations 2012 (Northern Ireland);
 - 3.16.3. The Waste Management Licensing Regulations (Scotland) (Northern Ireland);
 - 3.16.4. The Pollution Prevention and Control Regulations 2012 (Scotland);
 - 3.16.5. The Industrial Emission Directive 2010;
 - 3.16.6. Hazardous Waste Regulations (England, Wales & Northern Ireland);
 - 3.16.7. Special Waste Regulations (Scotland)
- as applicable any subsequent revisions for the period of this Framework Agreement and any Call Off Contracts.
- 3.17. The Supplier shall provide a certificate of destruction to the Contracting Authority for all items that have been destroyed. This will be defined by the Contracting Authority at Further Competition.
- 3.18. The Supplier shall be aware that certain consignments may require a representative of the Contracting Authority to be present during the destruction/disposal.
- 3.19. The Contracting Authority may require photographic or video evidence of the destruction/disposal of the consignment.
- 3.20. The Contracting Authority will require the Supplier to provide consignment notes or waste transfer notes, as appropriate dependent on the waste category of the consignment(s).
- 3.21. The Supplier is to comply with the statutory requirements of Duty of Care for the relevant country that the waste is produced, carried, stored, treat or disposed.
- 3.22. The Supplier shall be required to provide the Contracting Authority with a complete and documented audit trail from cradle to grave for the destruction/disposal including volumes and hazard group as appropriate.

Appendix

1. High Consequence Dangerous Goods Table

Class	Division	Substance or Article	Quantity		
			Tank (l) ^c	Bulk (kg) ^d	Packages (kg)
1	1.1	Explosives	a	a	0
	1.2	Explosives	a	a	0
	1.3	Compatibility group C explosives	a	a	0
	1.4	Explosives of UN Nos. 0104, 0237, 0255, 0267, 0289, 0361, 0365, 0366, 0440, 0441, 0445, 0456 and 0500	a	a	0
	1.5	Explosives	0	a	0
2		Flammable gases (classification codes including only the letter F)	3000	a	b
		Toxic gases (classification codes including letters T, TF, TC, TO, TFC or TOC) excluding aerosols	0	a	0
3		Flammable liquids of packing groups I and II	3000	a	b
		Desensitized Explosives	0	a	0
4.1		Desensitized Explosives	a	a	0
4.2		Packing group I substances	3000	a	b
4.3		Packing group I substances	3000	a	b
5.1		Oxidizing liquids of packing group I	3000	a	b
		Perchlorates, ammonium nitrate, ammonium nitrate fertilisers and ammonium nitrate emulsions or suspensions or gels	3000	3000	b
6.1		Toxic substances of packing group I	0	a	0
6.2		Infectious substances of Category A (UN Nos. 2814 and 2900, except for animal material)	a	0	0
8		Corrosive substances of packing group I	3000	a	b

^a Not relevant.

^b The provisions of 1.10.3 (ADR 2017) do not apply, whatever the quantity is.

^c A value indicated in this column is applicable only if carriage in tanks is authorised, in accordance with Chapter 3.2, Table A, column (10) or (12) (ADR 2017). For substances that are not authorised for carriage in tanks, the instruction in this column is not relevant.

^d A value indicated in this column is applicable only if carriage in bulk is authorised, in accordance with Chapter 3.2, Table A, column (10) or (17) (ADR 2017). For substances that are not authorised for carriage in bulk, the instruction in this column is not relevant.

2. Definitions

Account Manager	means the Supplier's nominated person who is responsible for ensuring the successful delivery of the Suppliers Courier Service(s) to Contracting Authorities
ADR 2017	means the European Agreement concerning the International Carriage of Dangerous Goods by Road https://www.unece.org/trans/danger/publi/adr/adr2017/17contse0.html
Cabinet Office Security Policy Framework (SPF)	means the details of the Cabinet Office SPF which can be viewed via the link below: https://www.gov.uk/government/collections/government-security
Cash Valuable in Transit (CVIT)	means a licence to undertake the licensable activities of a cash and valuables in transit operative and your services are supplied for the purposes of or in connection with any contract to a consumer
Consumable(s)	means goods that need to be replenished, in accordance with the requirements of this Framework Schedule 2 Part A_Services.
Contracting Authority	means the bodies listed in the OJEU Notice and "Contracting Authorities" shall be construed accordingly
Disclosure and Barring Service (DBS)	means the organisation described in the following link: https://www.gov.uk/government/organisations/disclosure-and-barring-service
Europe	means countries within Europe and the European Economic Areas
European Commission	means the executive body of the European Union responsible for proposing legislation, implementing decisions, upholding the EU treaties and managing the day-to-day business of the EU
Free of Charge (FOC)	means without any payment due.
Further Competition	means the further competition procedure described in paragraph 3 of Framework Schedule 5 (Call Off Procedure)
Global Positioning Service (GPS)	means a radio navigation system that allows land, sea, and airborne users to determine their exact location, velocity, and time 24 hours a day, in all weather conditions, anywhere in the world
Health and Safety at Work Act 1974	means the legislation which can be found at the link below: http://www.legislation.gov.uk/ukpga/1974/37
High Consequence Dangerous Goods (HCDG)	as HCDG, are defined in ADR 2017, chapter 1 paragraph 1.10.3.1 -1.10.3.11 defines HCDG as "those [goods] which have the potential for misuse in a terrorist incident and which may, as a result, produce serious consequences such as mass casualties or mass destruction."
Human Tissue Act 2004	means the legislation which can be found at the link below: http://www.legislation.gov.uk/ukpga/2004/30/contents
Immigration, Asylum and Nationality Act (2006)	means the legislation which can be found at the link below: http://www.legislation.gov.uk/ukpga/2006/13/contents

International	Means countries other than those located in Europe
Next Day	means that the Supplier shall be capable of collecting a consignment and delivering the consignment to the delivery address the day after collection.
Out of Hours	means before or after the time when a place such as an office is usually open - to be available 24 hours a day, 365 days a year.
Partner Organisations	means organisations which a Supplier may use in the form of Subcontractors or as part of the supply chain linked to providing Services under this Framework.
Personal Protection Equipment (PPE)	means protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter
Right to Work in the United Kingdom	means the ability for a non-British national to work in the United Kingdom, more information can be found here: https://www.gov.uk/check-job-applicant-right-to-work
Same Day	means that the Supplier shall be capable of collecting a consignment and delivering the consignment within the same day, without the need for the consignment to be off loaded from the vehicle and processed through a sortation hub and/or line haul operation.
Security Check (SC) clearance	as can be found at the link below: https://www.gov.uk/guidance/security-vetting-and-clearance
Security Industry Authority (SIA)	means the organisation responsible for regulating the private security industry in the UK. It is a non-departmental public body reporting to the Home Secretary and was established in 2003 under the terms of the Private Security Industry Act 2001.
Supplier Relationship Management	means the discipline of strategically and operationally planning for, and managing, all interactions with Suppliers that supply goods and services to the Authority via this Framework Agreement or Contracting Authorities via subsequent Call Off Contracts, in order to maximise the value of those interactions
The Carriage of Dangerous Goods and Use of Transportable Pressure Equipment Regulations 2009 amended 2011 ("CDG 2009")	means the legislation which can be found at the link below: http://www.legislation.gov.uk/title/the%20carriage%20of%20dangerous%20goods?page=1
The Dangerous Goods in Harbour Areas Regulations 2016 (DGHAR)	means the legislation which can be found at the link below: http://www.legislation.gov.uk/uksi/2016/721/contents/made
UK Public Holidays	means all UK Public Holidays which are detailed in the link below: https://www.gov.uk/bank-holidays

United Kingdom (including Northern Ireland)	referring to providing Services between England, Wales, Scotland and Northern Ireland
Vehicle Excise and Registration Act 1994 (VERA).	an Act of Parliament to consolidate the enactments relating to vehicle excise duty and the registration of vehicles