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Service

Bid Pack

Attachment 3 – Statement of Requirements

Home Office Outbound Postal Services

Contract Reference: CCPL21A04 – C13715

Lot A: Premium and Secure Services (1st Class Equivalent and Special Delivery)

Lot B: Standard Services (2nd Class Equivalent)

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1. PURPOSE

- 1.1 The purpose of this document is to provide Suppliers with additional information regarding Home Office (the “Buyer” and hereinafter referred to as “the Authority”) specific requirements that shall supplement the Framework Schedule 1 Specification for Lot 3 (Collection and Delivery of Letters, Large Letters and Parcels) in Annex 3 of the Postal Goods, Services and Solutions Framework (RM6017).
- 1.2 For the avoidance of doubt, where there is any conflict between this Call-Off Specification and any other Schedules, including Annex 3, this Call-Off Specification shall take precedence.

2. BACKGROUND TO THE CONTRACTING AUTHORITY

- 2.1 The Authority is a ministerial department of Her Majesty’s Government of the United Kingdom, responsible for immigration, security and law and order. As such it is responsible for the police, fire and rescue services, visas and immigration and the Security Service.
- 2.2 The Authority’s main premises are located in London and Croydon, but it also has premises across the UK and abroad. These premises are supported by a number of business units and public bodies¹.

3. BACKGROUND TO REQUIREMENT/OVERVIEW OF REQUIREMENT

- 3.1 The core requirement is for the provision from the Supplier of outbound postal services to the Authority on the basis of two principal Home Office accounts:
- (1) HM Passport Office (HMPO) – seven (7) Area Offices within the UK, plus the General Register Office (GRO) at Southport; and
 - (2) Mail and Messenger Home Office Estates – including, but not limited to, Border Force (BF), Immigration Enforcement (IE) and UK Visas and Immigration (UKVI).
- 3.2 The core requirement is to be split into two sub-lots:
- Sub-Lot A for Premium and Secure Services (1st Class equivalent & Special Delivery); and
 - Sub-Lot B for Standard Services (2nd Class equivalent).
- 3.3 The Supplier shall provide a cost effective, flexible, high quality and value for money collection and delivery Service for letters, large letters and parcels which are collected from Authority Site(s) for onward delivery to mostly national destinations, with some international destinations (procured via Sub-Lot A only). The Supplier shall deliver a range of Services that fulfil the requirements of the Authority and fall within the scope of a collection and delivery service from Authority Site(s). This may include, but shall not be limited to, Authority Premises and nominated third party premises. The international mail

¹ <https://www.gov.uk/government/organisations>

requirements shall be applicable only to Call-Off Sub-Lot A for Premium and Secure Services. These requirements shall include, but not be limited to:

- Collection Services;
- High Volume Services;
- Low to Medium Volume Services;
- Sorted and Unsorted Services;
- International Secure Services;
- Undelivered Items;
- Delivery Timescales (non-secure items); and
- Consumables and Equipment.

4. DEFINITIONS

Expression or Acronym	Definition
BF	means Border Force.
Contracting Authority	means the legal entity which will be the promised party to the Contract.
HMPO	means HM Passport Office.
HO	means Home Office.
IE	means Immigration Enforcement.
MI	means Management Information.
UKVI	means UK Visas and Immigration.
EU	means countries part of the European Union
Non-EU	means countries within Europe that are not part of the European Union
ROW	means Rest Of World countries outside of Europe
OCR / Machine-readable	means a mail item with a printed address that can be data captured using Optical Character Recognition
Non-OCR / Non-machine readable	means a mail item with an address that cannot be data captured using Optical Character Recognition

5. SCOPE OF REQUIREMENT

- 5.1 The following services are **out-of-scope** for the purposes of this Call-Off Specification:
- 5.1.1 Franking Machines;
 - 5.1.2 Courier Services;
 - 5.1.3 Monopoly Services; and
 - 5.1.4 Smaller Sites, Arm's Length Bodies (ALBs) and Non-departmental Public Bodies (NDPBs).
- 5.2 Indicative annual volumes of the Authority's in-scope mail collection and delivery requirements are set out in **Section 6 Mandatory Requirements – Outbound Postal Services**. However, it should be noted that following the impact of COVID-19, volumes in 2020 have significantly reduced, by as much as 70% in some areas. The Authority is unable to provide assurances regarding future demand. Volumes are expected to increase again over the next twelve (12) months as the impact of COVID-19 eases, but longer-term volume profiles may not align with historic usage. For the avoidance of doubt, the Authority does not guarantee any minimum or maximum volumes of Service. Demand for any part of the Services may fluctuate in line with prevailing business need, and the Supplier shall adopt a flexible approach and have the necessary capacity to react quickly to accommodate any such changes to the scope of requirements accordingly.
- 5.3 The Authority's requirements are summarised per sub-lot in the tables below. These requirements are non-exhaustive and the Authority may require amendments to the scope of its postal services throughout the duration of the Contract to reflect evolving business needs. Any such changes to the requirements shall be agreed in writing in accordance with the terms of this Contract.

Sub-Lot A for Premium and Secured Services:

	Untracked UK Post	Fully Tracked UK Post	Untracked International Post	Fully Tracked International Post
Delivery Speed	Premium – 1-2 days	Same day, Guaranteed next day 9am/1pm, Premium – 1-2 days	Premium – 3 to 5 days (EU), 4-7 days (Non-EU), 5-10 days (ROW) Standard – 5 to 7 days (EU), 4-10 days (Non-EU), 7-14 days (ROW)	Premium – 3 to 5 days (EU), 4-7 days (Non-EU), 5-10 days (ROW) Standard – 5 to 7 days (EU), 4-10 days (Non-EU), 7-14 days (ROW)
Size	Letter, Large Letter, Parcel	Letter, Large Letter, Parcel	Letter, Large Letter, Parcel	Letter, Large Letter, Parcel
Weights	Banded weight, Average weight	Banded weight, Average weight	Banded weight, Average weight	Banded weight, Average weight
Sortation	Unsorted, Sorted by UK locations	Unsorted, Sorted by UK locations	Unsorted, Sorted by international region or country	Unsorted, Sorted by international region or country
Format	Machine-readable, Non-machine readable	Machine-readable, Non-machine readable	Machine-readable, Non-machine readable	Machine-readable, Non-machine readable
Tracking	None	Fully tracked from posting to delivery, Delivery within 30-minute window	None	Fully tracked from posting to delivery
Proof of delivery	No signature, Signature on delivery	No signature, Signature on delivery	No signature, Signature on delivery	No signature, Signature on delivery
Discounts	Volume bands, Bespoke	Volume bands, Bespoke	Volume bands, Bespoke	Volume bands, Bespoke
Compensation for loss, damage or delay	Applicable for certain mail products	Applicable for certain mail products	Applicable for certain mail products	Applicable for certain mail products

Sub-Lot B for Standard Services:

	Untracked UK Post	Fully Tracked UK Post
Delivery Speed	Standard – 2 to 3 days	Standard – 2 to 3 days
Size	Letter, Large Letter, Parcel	Letter, Large Letter, Parcel
Weights	Banded weight, Average weight	Banded weight, Average weight
Sortation	Unsorted, Sorted by UK locations	Unsorted, Sorted by UK locations
Format	Machine-readable, Non-machine readable	Machine-readable, Non-machine readable
Tracking	None	Fully tracked from posting to delivery, Delivery within 30-minute window
Proof of delivery	No signature, Signature on delivery	No signature, Signature on delivery
Discounts	Volume bands, Bespoke	Volume bands, Bespoke
Compensation for loss, damage or delay	Applicable for certain mail products	Applicable for certain mail products

6. MANDATORY REQUIREMENTS – OUTBOUND POSTAL SERVICES

6.1 Collection and Delivery

6.1.1 Examples of items posted that are considered unconventional and fall outside the typical item classifications are as follows:

ITEM DESCRIPTION	MAX WEIGHT	MAX LENGTH	MAX WIDTH	MAX THICKNESS	ANNUAL VOLUMES	UNIQUE PROPERTY
Returned Passports (Letter Sized)	100g	240mm	165mm	5mm	4.8m	Different versions of the British Passport with varying levels of rigidity are posted to the Authority's customers. The most rigid of these contains a polycarbonate page. The passport could also be loose inside a C5 envelope but in most cases will be in a C6 envelope.
Returned Foreign Passports (Large Letter Sized)	100g	240mm	165mm	10mm	20k	Foreign passports posted to the Authority's customers have differing levels of thickness or in some cases are multiple books attached together.

6.2 Collection and Delivery

6.2.1 Indicative information regarding current timings and annual mail volumes for required collections at **Mail and Messenger Home Office Estates** locations are set out below.

6.2.2 The mail volumes described include mail for UK destinations only. International mail volumes are not included within the Premium (Sub-Lot A) volumes as they are excluded for Commercial evaluations. International mail may be mixed with the Domestic mail which is all unsorted.

- 6.2.3 The mail volumes described will vary throughout the year due to seasonality and contain a mixture of unsorted machine readable and non-machine readable (handwritten) mail.

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- 6.2.4 Indicative information regarding current timings and annual mail volumes for required collections at **HM Passport Office** locations are set out below.

- 6.2.5 The mail volumes described include mail for UK destinations only. International mail volumes are not included within the Premium (Sub-Lot A) volumes as they are excluded for Commercial evaluations. International mail may be mixed with the Domestic mail which is all unsorted.

- 6.2.6 Mail volumes will vary throughout the year due to seasonality and contain mainly unsorted machine readable mail.

- 6.2.7 Outward mail volumes at **HM Passport Office** locations are expected to change significantly in 2021 as document handling is moved in phases to new sites in Hemel Hempstead and Corby.

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- The Authority will be required to provide vehicles suitable to meet any specific delivery restrictions that apply at collection locations. The Authority's current requirements are summarised in the table below. These requirements are non-exhaustive and the Authority may require amendments to these throughout the duration of the Contract.

Customer	Location	Maximum Vehicle Size / Weight
Mail and Messenger Home Office Estates	All	No restrictions
HM Passport Office	Belfast	Up to 7.5 tonne with tail lift.
	Durham	Up to 7.5 tonne with tail lift.
	Glasgow	Up to 7.5 tonne with tail lift.
	Liverpool	Up to 7.5 tonne with tail lift.
	London	Up to 7.5 tonne with tail lift.
	Newport	Up to 7.5 tonne with tail lift.
	Peterborough	Up to 7.5 tonne with tail lift.
	Southport	Up to 7.5 tonne with tail lift.
	Ashby De La Zouch (Call Centre Provider)	Up to 7.5 tonne with tail lift.
	Hemel Hempstead (Document Handling Unit)	Up to 3.5 tonne with tail lift

	Corby (Document Handling Unit)	Up to 7.5 tonne with tail lift
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- It should be noted that this information is representative only and is subject to change as the Authority acquires, disposes and consolidates its property portfolio and /or makes changes to its associated working practices.
- The Authority shall endeavour to share relevant and transparent information regarding its strategic vision and business objectives on a regular basis, particularly where this may impact on the scope of Services required (e.g. pipeline planning for the Authority's estate). The Authority shall work in close partnership with the Supplier to anticipate and manage any such impacts for the mutual benefit of both parties.

6.2.8 The Supplier shall note that in the majority of cases the collection of international mail shall be from an Authority Site within England, Wales, Northern Ireland and Scotland. However, on occasions, the Authority may request that mail is collected from an international location. This will be defined by the Authority during the Call-Off Contract term.

6.2.9 The Supplier shall provide a collection and delivery Service for letters, large letters and parcels for international delivery.

6.2.10 The table below illustrates the dimensions and classifications of the various mail items. This is intended to capture the majority of the requirements, however occasionally items may fall outside the parameters (i.e. items which are not deemed to be a conventional shape, such as rolled or cylinder shaped items) but this will be defined by the Authority during the Call-Off Contract term.

	Max Weight	Max Length	Max Width	Max Thickness
UK Letter	100g	240mm	165mm	5mm
UK Large Letter	750g	353mm	250mm	25mm
UK Small Parcel	2kg	450mm	350mm	160mm
UK Medium Parcel	20kg	610mm	460mm	460mm
UK Large Parcel	30kg	1.5m	3m	3m

	Max Weight	Max Length	Max Width	Max Thickness
International Letter	100g	240mm	165mm	5mm
International Large Letter	750g	353mm	250mm	25mm
International Parcel	2kg	900mm	900mm	900mm

- 6.2.11 The Sub-Lot A Supplier shall make deliveries to a range of international destinations which, for the purposes of this Call-Off Contract shall be classified as set out in the table below:

EU Destinations
Non-EU Destinations
Rest of the World (ROW) Destinations

- 6.2.12 The Supplier shall notify the Authority of any events, risks or issues that may impact the Supplier's ability to fulfil delivery of mail items which may result in items being delayed and impacting on the Authority's own internal processes and procedures. Notifications shall be provided in a timely manner, details shall be agreed during the Call-Off Contract term.

- 6.2.13 The Supplier shall have the ability to manage such requirements which include the following:

- Pre-sorted mail: the Authority will be able to undertake a level of sortation of their mail items prior to handover to the Supplier.
- The level of sortation that the Authority may undertake on its pre-sorted mail items prior to handover to the Supplier may include, but not be limited to:
 - International destination e.g. EU, Non-EU, ROW (Minimum Sort)
 - Country of destination (Low Sort);
 - Country of destination to regional level (High Sort); and

- Country of destination to specific locality, e.g. town / city (Maximum Sort).
- Unsorted mail: Where the Authority is not able to perform a level of sortation on its mail items prior to handover to the Supplier, this will be referred to as unsorted mail.

6.3 Planned High Volume Service

6.3.1 The Supplier shall provide a Service to the Authority for the sending of high volume mailings which are planned in advance. This may include, but may not be limited to, marketing campaigns and benefit statements. As a minimum, these Services shall cover:

- Pre-sorted high volume mailings of 1,000 large letters or more per collection;
- Pre-sorted high volume mailings of 4,000 letters or more, per collection;
- Unsorted high volume mailings of 1,000 large letters or more per collection; and
- Unsorted high volume mailings of 4,000 letters or more per collection.

6.4 Ad-hoc High Volume Services

6.4.1 The Supplier shall provide a Service to the Authority for the sending of high volume mailings which are of an ad-hoc nature and which the Authority may not be able to plan in advance. This may include, but may not be limited to, correspondence advising of a change in legislation and urgent notifications. As a minimum, these Services shall cover:

- Pre-sorted high volume mailings of 1,000 large letters or more per collection;
- Pre-sorted high volume mailings of 4,000 letters or more per collection;
- Unsorted high volume mailings of 1,000 large letters or more per collection; and
- Unsorted high volume mailings of 4,000 letters or more per collection.

6.5 Low to Medium Volume Services

6.5.1 The Supplier shall provide a Service to the Authority for the sending of low to medium volume mail items. These mail items will generally

originate from Authority premises and shall vary in volume on a day-to-day basis.

6.5.2 Low to medium volume mail items may consist of, but shall not be limited to, the following:

- Pre-sorted or unsorted;
- Planned or ad-hoc;
- Printed (for example Optical Character Recognition [OCR standard]);
- Handwritten addresses; and
- Inclusion of a Mailmark or other identifier to aid with processing.

6.6 International Secure Services

6.6.1 The Sub-Lot A Supplier shall provide international secure services to the Authority where mail items destined for international delivery can be tracked. This will not be required for all mail items and as such, shall be identified during the Call-Off Contract term.

6.6.2 The Authority shall determine the level of secure delivery service that is required for each mail item they send from the following:

- Tracked delivery no signature: tracking of the item movements with confirmation that the item has been delivered to the address, but no signature required.
- Signature on delivery: no tracking is required at any point other than confirmation via a signature or other means that the item has been delivered.
- Tracked delivery and signed: tracking of the item movements with confirmation that the item has been delivered to the address with a signature.

6.6.3 The Supplier shall provide a tracking facility for international secure services where possible to enable the Authority to monitor a mail item through to arrival at the international destination.

6.6.4 The Supplier shall provide a telephone helpdesk facility to the Authority so that queries in relation to the delivery of secure mail items can be raised and escalated. Such facilities shall be provided to the Authority at no additional cost.

- 6.6.5 The Supplier shall provide help desk support during core operational hours between the hours of 09:00 to 17:00 Monday to Friday, excluding public holidays (England).

6.7 Delivery Timescales (Non-Secure Items)

- 6.7.1 The Supplier shall provide the Authority with a range of delivery times for the delivery of mail items. As a minimum these shall include:
- **Sub Lot A - Premium Delivery** (the equivalent of 1st Class) – delivery of the item to destination within the next 1-2 Working Days following collection from the Authority site; and
 - **Sub Lot B - Standard Delivery** (the equivalent of 2nd Class) – delivery of the item to destination within 2-3 days following collection from the Authority site.
- 6.7.2 The Supplier shall deliver mail items on a Premium Delivery Service within the next 1-2 Working Days and endeavour to achieve the market standard of 93% of items delivered within the next 1 Working Day. The Supplier shall have the processes in place to measure and evidence achievement of this standard to the Authority where requested.
- 6.7.3 The Sub-Lot A Supplier shall provide the Authority with a range of delivery options for the delivery of mail items to international destinations. As a minimum these shall include:
- Premium Delivery non tracked – delivery of the item to destination within 3-5 days for items addressed to EU, within 4-7 days for Non-EU and 5-10 days for ROW.
 - Standard Delivery non tracked – delivery of the item to destination within 4-7 days for items addressed to EU, within 4-10 days for Non-EU and 7-14 days for ROW.

6.8 Secure Services (Sub Lot A only)

- 6.8.1 Typical secure delivery services required and indicative volumes are provided below and in Attachment 4 – Call-Off Price Schedule.

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- 6.8.2 Demand for secure delivery services may fluctuate in line with prevailing business needs and the Supplier shall adopt a flexible approach to accommodate any such changes to the scope of requirements accordingly.
- 6.8.3 Items sent using Secure Services will be defined as “Delayed” when delivery has been confirmed after the agreed delivery date and time, but no later than 72 hours, and the level of compensation within Framework Schedule 3 (Framework Prices) will apply.
- 6.8.4 Items sent using Secure Services will be defined as “Lost” when delivery has not been confirmed 72 hours after the agreed delivery date and time, and the level of compensation within Framework Schedule 3 (Framework Prices) will apply.
- 6.8.5 If an item sent using Secure Services is subsequently delivered 72 hours after the agreed delivery date and time the item will still be defined as “Lost”.
- 6.8.6 For Secure Services the Authority will require the Supplier to make realtime tracking information available to the Authority.
- 6.8.7 For Secure Services the Authority will require the Supplier to send tracking information relating to shipments direct to its customers by email and text message.
- 6.8.8 The Supplier shall provide help desk support between the hours of 07:30 and 17:30 Monday to Friday, excluding public holidays (England).

6.9 Undelivered Items

- 6.9.1 The Supplier shall have a robust process for dealing with mail items which have either not been delivered successfully or cannot be processed by the Supplier following collection.
- 6.9.2 The Supplier shall ensure that where an item cannot be processed for whatever reason, then this item is returned to the Authority as soon as possible.
- 6.9.3 The Supplier shall ensure that where an item cannot be processed within the Mail Centre, the item shall be returned to the Authority with an explanation as to why the item could not be processed. Such reasons may include, but may not be limited to:
- The Supplier has a record that the addressee has gone away;
 - The Supplier has a record that the addressee is not at the address;
 - The address is incorrect; and
 - There is incorrect packaging.
- 6.9.4 If an item is processed and then returned to the mail system as “return to sender” or any other reason, then the Supplier shall endeavour to provide the Authority with as much information as possible as to why the item has been returned.
- 6.9.5 The Supplier shall not destroy an undelivered mail item under any circumstances unless the Authority has provided prior Approval to do so.
- 6.9.6 The Supplier shall advise the Authority on non-delivery within 48 hours where an item has been sent using a tracked service and the item cannot be delivered. The Supplier shall also advise when the item will be returned to the Authority.
- 6.9.7 The Supplier shall not charge the Authority any additional costs for any items that are returned that could not be delivered.

6.10 Consumables and Equipment

- 6.10.1 The Supplier shall provide the Authority with the use of the property and materials necessary for the Supplier to undertake the service obligations in the most efficient and cost-effective manner. Such property and materials may include, but shall not be limited to:
- Printer consumables;
 - Labels;
 - Mail bags / trays;
 - Bag ties; and
 - Yorks.
- 6.10.2 The Supplier shall ensure that enough supplies of mail containers, such as mail bags, trays and yorks are delivered to Authority premises each day to enable the effective presentation of outgoing mail.
- 6.10.3 The Supplier shall provide a self-service online portal for the Authority to order consumables such as printer consumables, labels and bag ties as required.
- 6.10.4 The Supplier shall provide all consumables and equipment required for the presentation of outgoing mail to the Authority free of charge.
- 6.10.5 For international mail, the Sub-Lot A Supplier shall provide the Authority with the necessary equipment and consumables needed to use the service in the correct way and ensure that the Authority complies with the Supplier's conditions of carriage. This shall be provided at no additional cost to the Authority.
- 6.10.6 Such equipment and consumables may include, but not be limited to:
- The necessary software (including installation, training and decommissioning) to enable the Authority to interface directly with suitable approved software, e.g. Royal Mail Mailsort software or equivalent;
 - Label printers (including associated cables, power supply unit, installation and decommissioning); and
 - Associated consumables including, but not limited to, labels, mail bags / trays, bag ties, manifest templates and mail cages.
- 6.10.7 The Supplier shall provide the Authority with an easy to use means of re-ordering consumables and equipment required during the

lifetime of the Contract. This shall be defined during the Call-Off Contract term.

6.11 Mail Integrity

- 6.11.1 The Supplier shall ensure the physical security of all mail items collected from the Authority during the collection and delivery process. For the avoidance of doubt, the Supplier shall be responsible for the items from the point of collection from the Authority Site through to the actual delivery of the item to the addressee.
- 6.11.2 Where a Supplier is offering a Downstream Access (DSA) solution to the Authority or, in the case of international mail is not providing the end to end delivery of mail items and is offering a solution which will mean that items will be handed over to an Overseas Postal Authority, the Supplier shall be responsible for the security of the items from the point of collection from the Authority Site through to the point the items are handed over to Royal Mail at the Royal Mail Inbound Mail Centre or, in the case of international mail, to the Overseas Postal Authority. The Supplier shall ensure that they have a working relationship with the Overseas Postal Authority to support the provision of mail integrity and timely delivery of mail items
- 6.11.3 For international mail, the Sub-Lot A Supplier shall ensure that Supplier Staff performing security checks on all mail items comply with the statutory provisions of the Aviation Security (Air Cargo) Regulations of 1993 & 1998, as may be amended from time to time.

6.12 Mail Inspection

- 6.12.1 The Supplier shall have reasonable rights of access to open mail sacks or inspect items within trays to inspect the presentation of items (but not the contents of the mail items) in order to verify compliance with the requirements of the Service and the terms and conditions of carriage.
- 6.12.2 For the avoidance of doubt, the Supplier shall not open the mail items in its possession. All items shall remain unopened.

6.13 Downstream Access (DSA)

- 6.13.1 The Postal Service Market was liberalised in 2006, which meant that the market was opened up to competition and the Supplier shall be able to provide a DSA solution to meet the Deliverables under this Call-Off Contract.
- 6.13.2 Where a Supplier is not an end to end provider and is offering a Downstream Access (DSA) solution under this Call-Off Contract the Supplier shall ensure that they are in possession of a valid access agreement (contract) with Royal Mail Wholesale. The Supplier shall be required to provide a declaration to CCS to confirm that they are in possession of an access agreement prior to the Contract Start Date.
- 6.13.3 The Supplier shall convey and deliver to the relevant Royal Mail access point all mail items collected by the Supplier from the Authority Sites. The items shall be processed by the Supplier in line with their access agreement prior to hand over to the Royal Mail access point.
- 6.13.4 Where a Supplier is required to use Royal Mail for the final sortation and delivery of mail items, the Authority acknowledges that the Supplier is not able to offer any assurance about the actual delivery time of any items by Royal Mail.
- 6.13.5 The Supplier shall not be liable to the Authority or to any other person for failure to deliver within the expected timescales where such failure is directly attributable to the Royal Mail component.
- 6.13.6 The Supplier shall ensure that they have appropriate processes and communication established with Royal Mail to enable seamless investigations of incidents of wrong delivery, delayed delivery or other such issues that occur with the final mile delivery of Authority mail items.

6.14 Supplier User Guides and Operating Manuals

- 6.14.1 The Supplier shall ensure that the user guides and/or operating manuals provide clear detailed instructions of the operation of the Deliverables and are updated regularly following any amendments to ensure the Authority is always using the Deliverables in the correct way.
- 6.14.2 The content of the user guides and / or operating manuals may include, but shall not be limited to:
- User obligations in relation to the performance and operation of the Deliverables including, but not limited to:
 - Terms and conditions of carriage;

- Presentation of output;
 - Addressing standards;
 - Packaging requirements; and
 - Forecasting requirements.
- Supplier obligations in relation to the performance and operation of the Deliverables;
 - Helpdesk or other contact information to ensure the Authority has a point of contact in the event of any queries or issues; and
 - Where applicable, the user guides and / or operating manual shall advise the Authority how to order consumables.

6.14.3 The Supplier shall ensure that user guides and / or operating manuals are written in plain English and are easy to use. A glossary of terms shall be included.

6.15 Implementation

6.15.1 As set out in Call-Off Schedule 13 (Implementation Plan and Testing), the Authority shall require a big bang approach to implementation of the service.

6.15.2 As a minimum the Supplier shall provide:

- A clear and comprehensive project and resource plan, setting out all key milestones and critical paths;
- A dedicated Implementation Team which has the relevant skills, experience and qualifications necessary to fulfil their role, including an Implementation Manager who shall be the single point of contact;
- Clear roles and responsibilities for fulfilment of the Implementation Plan, including any obligations on the Authority, the incumbent Supplier or any third parties; and
- A communications plan, detailing the frequency, responsibility and nature of the communication with all key stakeholders, including the Authority and end-users of the Services.

6.16 Regulatory Requirements

6.16.1 Where applicable to the Deliverables under this Call-Off Contract, the Supplier shall ensure that it complies with the regulatory requirements and conditions imposed by the Regulator. Further

details can be found via the following link:
<https://www.ofcom.org.uk/postal-services/information-for-the-postal-industry>.

7. KEY MILESTONES AND DELIVERABLES

7.1 The following Contract milestones/deliverables shall apply in relation to contract management activities:

Milestone/Deliverable	Description	Timeframe or Delivery Date
1	Mail and Messenger Home Office Estates Meeting at Authority premises / Virtual Meeting Review Monthly Reports Escalate performance issues	Monthly
2	HMPO Meeting at the Authority or Supplier premises / Virtual Meeting Supplier Management Board (SMB)	Quarterly
3	HMPO Conference call Call to progress service improvements, outstanding actions and issues, and risks and mitigations from SMB.	Monthly
4	Mail and Messenger Home Office Estates & HMPO Meeting at the Authority or Supplier premises / Virtual Meeting Home Office-wide service review to look at the value and effectiveness of services provided.	Every 6 months

8. MANAGEMENT INFORMATION/REPORTING

8.1 Management Information (“MI”)

- 8.1.1 The Supplier shall provide the Authority with such MI as is required for the Authority to understand the service landscape and service performance.
- 8.1.2 The MI shall be presented in a dynamic format which can be easily understood whilst capable of being interrogated in further detail at an individual business area / customer level (e.g. HMPO, UKVI, IE, BF etc) and at a consolidated level for the entire Authority organisation.
- 8.1.3 The Supplier shall be prepared to provide MI in any format defined by the Authority, including electronic formats capable of being ingested into the Authority's own reporting platform.
- 8.1.4 As a minimum, MI shall include, but not be limited to:

Content	Format	Minimum Frequency	Purpose
Performance against SLAs, as set out in Call-Off Schedule 14 (Service Levels)	MS Excel Spreadsheet	Monthly	To ensure contractual performance is monitored.
Mail volumes and services by product type, delivery speed, size and weight for each location.	Online Dashboard	Daily	To ensure accurate tracking of product and services accessed under the contract.
Spend by product type, delivery speed, size and weight for each location	MS Excel Spreadsheet	Monthly	To ensure accurate tracking of spend under the contract.
Savings tracker	MS Excel Spreadsheet	Monthly	To track savings from service improvements implemented.
Issues log	MS Excel Spreadsheet	Monthly	To track issues raised and resolutions during the life of the contract.
Summary of mail volumes and spend by the Authority under the contract	MS Excel Spreadsheet	Monthly	To provide a high-level overview of mail volumes and spend under the contract.

Recorded collection times	Online Dashboard	Daily	To provide visibility that pre-agreed collection times are adhered to.
Delivery status of tracked mail items	Online Dashboard	Realtime	To enable the status of an individual delivery to be checked.

9. VOLUMES

- 9.1 Please refer to Attachment 4 – Price Schedule for details relating to volumes expected under each Contract. For the avoidance of doubt, international mail volumes are excluded from the Commercial evaluation but in accordance with Section 3.3 above, the international mail requirements are included in the requirements for Sub-Lot A for Premium and Secure Services. The framework rates for international mail shall be included within Call-Off Schedule 5 (Pricing Details).

10. CONTINUOUS IMPROVEMENT

10.1 Continuous Improvement

- 10.1.1 In accordance with Joint Schedule 13 (Continuous Improvement) the Supplier shall, throughout the Contract duration, identify new or potential improvements to the provision of the Services with a view to reducing the Authority's costs (including the Charges) and / or improving the quality and efficiency of the Deliverables and their supply to the Authority. Examples of improvements may include:

- Review of product usage to establish the most cost-effective product suite;
- Rationalisation of accounts to ensure contract management, collation and reporting of data and invoicing etc is effectively streamlined; and
- Supporting post room health checks.

- 10.1.2 The Supplier should present any proposed improvements to the Authority during Contract review meetings. The Supplier shall provide sufficient information with each suggested improvement to enable a decision on whether to implement it. Such information shall include indicative timescales and resources required to implement the improvement and details of tangible and intangible benefits that the improvement will deliver. The Supplier shall provide any further information as requested.

- 10.1.3 If the Authority wishes to incorporate any improvement into this Call-Off Contract, it shall request a variation in accordance with the terms of the Contract and the Supplier shall implement such variation at no additional cost to the Authority unless agreed otherwise in writing.

11. SUSTAINABILITY / SOCIAL VALUE

11.1 Supplier Staff Income Standards

- 11.1.1 As a minimum the Supplier shall ensure all employees used to deliver the Services receive the National Living Wage.

11.2 Social Value

- 11.2.1 The Supplier shall comply with the Authority's Social Value principles, as further detailed in Appendix A. in accordance with Call-Off Schedule 14 – Service Levels, or where reasonably requested by the Authority, the Supplier shall provide evidence to demonstrate its compliance.

11.3 Environmental and Sustainability

- 11.3.1 The Supplier shall comply with the environmental and sustainability requirements set out in Appendix A and Call-Off Schedule 14 – Service Levels.

12. QUALITY

12.1 Quality Management

- 12.1.1 The Supplier shall ensure that they and any Key Subcontractor engaged by the Supplier to deliver the Deliverables are compliant with and operate to the ISO 9001 Quality Management standards or equivalent. The Supplier shall be required to provide evidence of their current ISO 9001 certification or equivalent to CCS throughout the duration of the Call-Off Contract.

13. PRICE

13.1 Value for Money

- 13.1.1 The Supplier shall provide comprehensive Goods and Services and Mail Presentation Training to Key Authority Staff / end users, for example Local Field Service Managers, at no additional cost.

- 13.2 Indicative mail volumes described include mail for UK destinations only. International mail volumes are not included within the Premium (Sub-Lot A) volumes as they are excluded from Commercial evaluations. International mail may be mixed with the Domestic mail which is all unsorted.

- 13.3 Rates for mail to International destinations shall be submitted in line with pre-agreed rates for Lot 4 (Collection and Delivery of Letters, Large Letters and Parcels to International Destinations).
- 13.4 Prices are to be submitted via the e-Sourcing Suite Attachment 4 – Price Schedule excluding VAT and including all other expenses relating to Contract delivery.

14. STAFF AND CUSTOMER SERVICE

- 14.1 Supplier Staff
- 14.2 Where notified by the Authority as a requirement for a particular site(s), the Supplier shall provide security information prior to arrival at the nominated site. Such information shall include, but not be limited to:
- 14.2.1 Vehicle details including registration; and
- 14.2.2 Full driver details and estimated time of arrival.
- 14.3 The Authority requires the Supplier to provide a sufficient level of resource throughout the duration of the Contract in order to consistently deliver a quality service to all customers.
- 14.4 Supplier's staff assigned to the Contract shall have the relevant qualifications and experience to deliver the Service.
- 14.5 The Supplier's staff shall carry appropriate photographic identification upon their person at all times when attending Authority premises.
- 14.6 The Supplier shall provide a minimum of one personnel to carry out collections at the Authority's premises, unless otherwise agreed with the Authority.
- 14.7 For large collections at the Authority's premises the Supplier shall provide sufficient resources to ensure all items are processed within thirty (30) minutes. As a minimum, one member of staff should be provided for every one thousand (1,000) tracked mail items collected at a single location.
- 14.8 The Supplier shall ensure that staff understand the Authority's vision and objectives and will provide excellent customer service to the Authority throughout the duration of the Contract.
- 14.9 Subcontractors
- 14.10 The Supplier shall be the primary point of contact for all Key Subcontractors and / or Subcontractors and shall therefore be responsible for managing, controlling and maintaining all relationships throughout the duration of the Call-Off Contract.
- 14.11 Where Subcontractors and / or approved Key Subcontractors are used in the provision of the Deliverables, the Supplier must continue to manage, control

and maintain all Authority facing activities including, but not limited to, all Call-Off Contract management activities and invoicing to the Authority.

15. SERVICE LEVELS AND PERFORMANCE

- 15.1 The Supplier shall ensure they fully comply with the obligations set out in Call-Off Schedule 14 (Service Levels).
- 15.2 Service levels and performance shall be measured against the achievement of the following Key Deliverables:

Service Level Performance Criterion	Key Indicator	Service Level Performance Measure	Service Credit for each Service Period
Collections	All collections requested through the correct process shall be collected at the agreed time on the agreed day. Collections shall be within +/- fifteen (15) minutes of the agreed collection time.	100%	£50.00 for each failed collection requested through the correct process. A failed collection will occur if the collection has been made one hour after the agreed collection time on the agreed collection day.

Complaints Resolution	The Supplier shall respond to complaints within twenty-four (24) hours of receipt of the complaint.	100%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure.
	The Supplier shall resolve complaints or have an agreed action plan in place within ten (10) working days of receipt of the complaint.	100%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure.
Consumables	The Supplier shall ensure replenishment of consumables to sufficient levels.	100% of order delivered within seven (7) working days.	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure.
Customer Support	The helpdesk shall be available from Monday to Friday between the hours of 08:00 and 17:00 and must deal with all issues raised within the timescales agreed in any request.	100%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure.
	The Supplier shall provide a mechanism for collating and reporting quality of service for call handling.	100%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure.
Delays to Delivery	The Supplier shall report any delay to the delivery of documents and packages within twenty-four (24) hours.	100%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure.
End-to-End Deliveries	On-time mailing delivery to the recipient.	100%	N/A

Loss of, or Damage to, Documents and Packages	<p>The Supplier shall report any loss of, or damage to, individual tracked documents and packages and consignments of standard documents and packages within twenty-four (24) hours of awareness of the loss or damage.</p> <p>A mail item shall only be considered as “damaged” in the event that the contents of the mail are damaged and undeliverable. For the avoidance of doubt, where the packaging of a mail item is damaged but the contents of the mail are intact the item shall not be regarded as “damaged” for the purpose of this Call-Off Schedule.</p>	100%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure.
	The Supplier shall provide an Investigation Report about such lost or damaged documents and packages within ten (10) working days from notification of the loss or damage.	100%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure.
Management Information (MI)	The Supplier shall submit all MI and invoices on time, in the correct format and without any material errors or omissions.	100%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure.

Social Value	The Supplier shall provide an annual report on the steps taken to support the Covid-19 recovery effort by implementing measures through the contract to improve workplace conditions through effective social distancing, remote working and sustainable travel solutions.	100%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure.
	The Supplier shall provide an annual report on the steps taken to support environmental protection and improvement through the implementation of measures to influence staff, suppliers, customers and the community.	100%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure.
	The Supplier shall provide an annual report on the steps taken to ensure that it is tackling workforce inequality through the implementation of measures to support in-work progression to help people, including those from disadvantaged or minority groups to move into higher paid work by developing new skills relevant to the Call-Off Contract.	100%	0.5% Service Credit gained for each percentage under the specified Service Level Performance Measure.

16. SECURITY AND CONFIDENTIALITY REQUIREMENTS

- 16.1 The Authority places security as one of its highest priorities, both internally within the organisation and externally with its third-party suppliers. The Supplier, and any of its Sub-Contractors, shall adhere to the Authority's Security Policy Framework: <https://www.gov.uk/government/publications/security-policy-framework>. The Supplier shall demonstrate compliance with the Security Policy Framework where reasonably requested to do so by the Authority.

- 16.2 At the Authority's request, and in accordance with Call-Off Schedule 9 (Security), the Supplier's Key Staff, including the Authorised Representative and any system administrators with privileged access to IT systems which store or process Government Data, shall be security cleared to 'CTC' or 'SC' level 2.
- 16.3 As a minimum all Supplier Staff involved in provision of the Services shall comply with the Baseline Personnel Security Standard (BPSS) or an agreed equivalent and ensure that a BPSS is undertaken for all Supplier Staff, in accordance with the HMG Baseline Personnel Security Standard accessible via <https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>
- 16.4 As a minimum the Supplier must use single skinned hard sided vehicles with slam lock doors that are alarmed with an engine immobiliser when transporting mail.
- 16.5 **Data Security**
- 16.6 The Supplier, and any Key Subcontractor engaged by the Supplier to deliver the Services, shall comply with the following system and data security requirements:
- 16.7 The Supplier shall at all times hold valid certification demonstrating compliance with the following standards:
- 16.7.1 ISO 27001 or equivalent; and
- 16.7.2 Cyber Essentials Plus.
- 16.8 The Supplier shall conduct annual CHECK or CREST accredited vulnerability testing on its system(s), involving the use of security tooling to identify any vulnerabilities that might be exploitable.
- 16.9 The Supplier shall share any security testing report relating to the Services to the Authority. As a minimum, this shall include an executive summary detailing the testing carried out and a risk treatment plan for any critical or high-risk issues identified.
- 16.10 When Government Data resides on a mobile, removable or physically uncontrolled device it must be stored encrypted using a product or system component which has been formally assured through a recognised certification process of the UK Government National Cyber Security Centre (NCSC).
- 16.11 The Supplier shall ensure that data at rest is appropriately stored and protected. As a minimum, any system that holds sensitive authority data (including Personal Data) must comply with NCSC guidance on encrypting data at rest.
- 16.12 The Supplier and Authority recognise the need for the Authority's information to be safeguarded under the UK Data Protection regime or a similar regime. To that end, the Supplier must be able to state to the Authority the physical

locations in which data may be stored, processed and managed from, and what legal and regulatory frameworks Government Data will be subject to at all times.

16.13 The Supplier shall agree any change in location of data storage, processing and administration with the Authority in accordance with Clause 14 (Data Protection) of the Core Terms.

16.14 Processing Data

16.15 The Supplier shall not deliver all or any part of the Deliverables from a country not within the EU and shall not transfer any Personal Data outside of the EU without the prior written consent of the Authority.

16.16 The Supplier shall ensure they fully comply with the obligations set out in Joint Schedule 11 (Processing Data).

17. PAYMENT AND INVOICING

17.1 The Payment and Invoicing method is to be confirmed by the Authority prior to the Call-Off Start Date but, as a minimum, the Supplier shall provide monthly consolidated invoicing or electronic billing.

17.2 Payment can only be made following satisfactory delivery of pre-agreed certified products and deliverables.

17.3 Before payment can be considered, each invoice must include a detailed elemental breakdown of work completed and the associated costs.

17.4 Invoices should be submitted to:
Home Office Shared Service Centre
HO Box 5015, Phoenix House, Celtic Springs Business Park
Newport, Gwent NP 9BB
HOSupplierInvoice@homeoffice.gov.uk

18. CONTRACT MANAGEMENT

18.1 Interaction

18.1.1 The Supplier shall provide a dedicated, appropriately qualified and experienced Account Manager(s) with a nominated deputy to cover periods of absence.

18.2 The Account Manager(s) shall attend regular contract review meetings with the Authority at an agreed location and time. As a minimum, the Supplier shall comply with the contract management schedule outlined at 7.2.

18.3 Attendance at Contract Review meetings shall be at the Supplier's own expense.

19. LOCATION

19.1 Estates Rationalisation

- 19.1.1 The Supplier shall be aware that many public sector organisations are reviewing their office locations and estate and it is likely that over the lifetime of this Call-Off Contract the number of office locations will reduce. As a result of such a programme, the Authority may have the need to relocate the Deliverables.
- 19.1.2 The Supplier shall adopt a flexible approach to accommodate any such requirements in the management of the Authority's Deliverables throughout the lifetime of the Call-Off Contract.

20. ADDITIONAL REQUIREMENTS (NON-MANDATORY)

20.1 Unaddressed Items (Door-to-Door)

20.1.1 The Supplier shall provide a service to the Authority for the collection and delivery of unaddressed mail items. Such mail items could comprise a variety of sizes from A4 to postcard size.

20.1.2 Unaddressed mail items may include, but are not limited to:

- Community newsletters;
- Flyers;
- Any other item or material that the Authority requires to be delivered to every address within a specified postcode area.

20.1.3 Unaddressed items may be wrapped or packaged using a variety of materials including, but not limited to:

- Poly-wrap;
- Envelopes; and
- Shrink wrap.

20.2 Bespoke Services

20.2.1 The Supplier shall offer a range of bespoke services to the Authority as part of their Service offering under this Call-Off Contract which may include, but may not be limited to:

- Spraying the appropriate mail indicia onto mail items;
- Spraying a return address onto mail items;
- Spraying a barcode or Mailmark or equivalent onto the mail item; and
- The management of mail items presented in trays.

20.3 Economy Services (Sub Lot B only)

20.3.1 The Supplier shall provide an economy delivery Service to the Authority where mail items are not required to be delivered in the timescales defined within the Standard Delivery Service.

20.3.2 Economy delivery shall be the delivery of the mail item within five-to-seven (5-7) days of collection of the item from the Authority Site(s).

20.4 Deferred Delivery

- 20.4.1 The Supplier shall provide a deferred delivery solution where the Authority is able to produce mail items in advance but requires the Supplier to hold or store the mail items following collection for a period of time prior to delivery.
- 20.4.2 The Supplier and the Authority shall agree in advance a delivery start date for the deferred delivery posting.
- 20.4.3 Where the Supplier and the Authority agree a deferred delivery, the Authority shall ensure that the mail items are handed over to the Supplier at least five (5) Working Days prior to the delivery start date.

20.5 Disguised Mail

- 20.5.1 The Supplier shall provide a disguised mail Service to the Authority where there is a requirement to keep the identity of the contents secret. The exact requirement shall be defined and agreed during the Call-Off Contract period.

20.6 Delivery Services (Non-Secure Items) Economy Delivery (International Mail Only)

- 20.6.1 The Supplier may offer Economy Delivery non tracked mail as part of the Services under this Call-Off Contract. This shall include as a minimum the following delivery timescales:
- Within 5-10 days for items addressed to EU destinations;
 - Within 7-14 days for Non-EU destinations; and
 - Within 10-18 days for ROW destinations.

20.7 Delivery Services (Non-Secure Items) Economy Surface Mail (International Mail Only)

- 20.7.1 The Supplier may offer Economy Delivery non tracked via surface mail as part of the Services under this Call-Off Contract. This shall include as a minimum the following delivery timescales:
- Within 5-10 days for items addressed to EU destinations;
 - Within 7-14 days for Non-EU destinations; and
 - Within 10-18 days for ROW destinations.

APPENDIX A - SOCIAL VALUE PRINCIPLES

1. PRINCIPLES OF ENVIRONMENTAL SOCIAL VALUE

1.1 The Supplier shall when delivering the Services, support the Authority to deliver environmental social value and the government's plan for growth by:

- i. Avoiding any adverse impact upon the environment by setting targets to support the Authority to fulfil its [Greening Government Commitments 2016-2020](#) or any successor arrangements and demonstrate contribution towards the [25 Year Environment Plan](#) by:
 - a. recycling waste and reducing the amount of waste generated and going to landfill;
 - b. reducing the consumption of water and energy and enhance energy and water efficiency;
 - c. reducing the use of single use plastics and increase the use of durable and recyclable materials;
 - d. taking measures to restore, maintain or enhance biodiversity
 - e. reducing carbon and other emissions including net zero by 2050;
 - f. reducing or removing the use of hazardous materials.

2. PRINCIPLES OF ECONOMIC SOCIAL VALUE

2.1 The Authority aims to ensure a diverse supply chain with improved skills and employment opportunities. To achieve this ambition the supplier shall:

- i. ensure their supply chain is accessible for all including, where appropriate, SMEs and VCSEs and those owned or led by under-represented groups, such as women, BAMEs, LGBTi+ and people with disabilities;
- ii. where applicable, has initiatives in place to improve the gender pay balance;
- iii. embedded prompt payment reporting and practices by complying with all applicable legislation, regulations and other government requirements including the Prompt Payment Code <https://www.gov.uk/guidance/prompt-payment-policy>;

- iv. where appropriate to the delivery of these Services, have initiatives in place to improve skills development by increasing the quantity and quality of apprenticeship opportunities.
- v. advertise all subcontracting opportunities above £25k, that are delivering against this contract, on [Contracts Finder](#).

3. SOCIAL SUPPLY CHAIN PRINCIPLES

- 3.1 The Authority aims to improve employability and skills including staff mental health and wellbeing through the delivery of its contracts. To achieve this ambition the supplier shall:
- i. ensure equality and accessibility, without discrimination, to employment and other opportunities and promote them to be fully accessible;
 - ii. operate as an inclusive employer including an aim to increase representation of disabled people in the workforce and those from protected characteristic groups;
 - iii. have initiatives in place which aim to increase representation of people with disabilities, Black, Asian and Minority Ethnic (BAME) and Lesbian, Gay, Bisexual & Transgender (LGBTi+) representation in the workforce;
 - iv. have initiatives in place which aim to improve staff mental health and support regional community engagement.

4. SAFE & SECURE SUPPLY CHAIN PRINCIPLES

- 4.1 The Authority aims to reduce Modern Slavery risk by building resilience and raising awareness. The Supplier shall comply with the [Modern Slavery Act 2015](#). Where a Suppliers turnover exceeds £36m per annum, the Supplier shall publish an annual slavery and human trafficking statement setting out what actions have been taken to tackle modern slavery in their business and/or supply chains.