Call-Off Schedule 20 (Call-Off Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyer under this Call-Off Contract

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# Account Management SERVICES

## General

### The Supplier shall provide Account Management in line with Framework Schedule 1 and this Call-Off Schedule 20 – Call-Off Specification.

### The Supplier will maintain standard operating procedures, typically in a contract manual or handbook, specific to the Buyer at the commencement of the contract. These must be maintained throughout the term of the contract and updates shared with the Buyer. See Sections 3.1.12 under Mobilisation and Transition.

### The Supplier will be required to provide the appropriate level of resource throughout the term of the contract, including any extensions.

### The Buyer must be provided with direct access to any sub-contractors delivering services under this contract.

### The Buyer expects all incidents, problems and issues for this service, to be managed in accordance with the requirements under Sections 6.1 – IT Incident and Problem Management and 6.2 – Non-IT Issues Management

### The Supplier will ensure that review meetings with the Buyer are attended by nominated individuals with decision-making authority.

### The Supplier shall provide ongoing advice to ensure all envelopes achieve maximum postal discounts and minimise postal reversions.

### The Supplier may on occasion be required to provide advisory support as part of discussions with the Buyer.

## Account Management Team

### The Supplier's Account Management Team will provide a fully managed end-to-end service and must have the relevant knowledge and experience to deliver the contracted services in line with Service Level Agreements (SLAs) and Call-off Schedules.

### The Supplier's account management team will have the necessary knowledge of all relevant Buyer policies, procedures, SLAs.

### The team will be based at the Supplier's site(s), and a list of named contacts and their responsibilities must be provided to the Buyer, in line with Call-Off Schedule 13 – Implementation Plan and Testing, and kept up to date.

### The team will be responsible for services including, but not limited to:

#### Providing a nominated single point of contact for the Buyer with appropriate decision-making authority.

#### Dedicated management and administration of the contracted products and services and associated production processes. Refer also to Section 6.5 – Call-Off Contract Management

#### Providing excellent customer service, including complaints handling and issues resolution, as per Call-Off Schedule 14 – Service Levels.

#### Maintaining the operating procedures documentation, keeping it updated at all times, and ensuring the Buyer is provided with the most current version.

#### Providing advisory services to ensure costs are driven out prior to reaching the printing process and that specifications are fit for purpose.

#### Management reporting as defined in Section 6.5.2 - Management Information

#### Ensuring service levels are maintained and reporting performance against SLAs.

#### Ensuring compliance with the Buyer’s security policies.

#### Organising and providing the secretariat for review meetings, as referred to in Call-Off Schedule 15 – Call-Off Contract Management.

# Project Management Services

## Project Management

### The Supplier should have the capability to provide Project Management services in line with Framework Schedule 1 as and when required by the Buyer.

## Change Management

### During delivery of services to the Buyer it is expected that there will be ongoing change to the way the services are delivered. Such change may result from:

#### Changes to the Supplier's processes and equipment for delivery of the services, including changes to the Supplier's providers.

#### Changes relating to the printed output provided to the Supplier, for example change to content, paper, despatch dates, interfaces with the Buyer’s Third Party suppliers.

#### Changes to inserts provided to the Supplier, for example Business Reply Envelopes and leaflets.

### Changes to the Supplier's processes and equipment for delivery of the services, including changes to the Supplier's providers.

#### When making any such changes the Supplier is required to consult the Buyer prior to implementation and such changes may only be implemented by the Supplier after the Buyer is satisfied that such changes will not adversely impact the delivery of services to the Buyer.

### Changes to the printed output provided to the Supplier.

#### The Buyer has defined Change Management processes in place to control such change. The Supplier is required to participate in exploratory discussions regarding a potential change before it is formally raised to ensure it is viable.

#### The Supplier is required to respond to any such request within 48 hours of receipt of the request.

#### Where a variation to this Call Off Contract is required as a result of the change this will be dealt with as detailed in Joint Schedule 2 – Variation Form and Core Terms Clause 24.

### Changes to inserts provided to the Supplier.

#### The Buyer has defined Change Management processes in place to control such change. The Supplier is required to participate in exploratory discussions regarding a potential change before it is formally raised to ensure it is viable. The Supplier is required to respond to any such request within 48 hours of receipt of the request.

#### Where a variation to this Call Off Contract is required as a result of the change this will be dealt with as detailed in Joint Schedule 2 – Variation Form and Core Terms Clause 24.

# Implementation

## Mobilisation and Transition

### The supplier shall co-ordinate all aspects of the transfer of services and any stock, where appropriate, between the incumbent and themselves, ensuring there is no loss of service and maintaining business continuity.

### It may be possible to implement quick win cost-saving efficiencies or people/ process improvements identified by the Supplier during transition. These will be agreed on an individual basis with the Buyer.

### The implementation process must be carried out within an agreed timescale with all service lines fully operational. Due to the scale and complexity this is likely to require a phased approach as detailed in Call-Off Schedule 13 – Implementation Plan and Testing.

### The Supplier must work with the incumbent supplier to understand their exit from the current service and align requirements with their implementation plan to ensure a seamless service transition.

### The Supplier must understand and work with the current Buyer’s suppliers, including couriers and postal providers, to impact the full supply chain to identify dependencies.

### The Supplier must work with the incumbent supplier and the Buyer to define functional requirements for the technical solutions.

### The Supplier must provide a full testing plan and timeline which includes details of, but is not limited to:

#### Component Testing

#### Integration and System Testing

#### Performance Testing

#### Volume Testing

#### Security Testing

### The Supplier is expected to on-board onto the Buyer’s service management system. The Buyer will supply the relevant system access and tools to allow the Supplier to manage incidents/problems and change through it. See Section 6.1 on IT Incident and Problem Management.

### The Supplier must ensure appropriate representation at all meetings scheduled by the Buyer.

### The Supplier will work collaboratively with the Buyer to identify any requirements for learning and development.

### The Supplier will develop any agreed learning and development material with the Buyer if applicable.

### The Supplier will develop and provide the Buyer, ideally in the form of a contract handbook, with the following:

#### Standard operating procedures, including but not limited to process maps, setting out how service users will receive and interact with the contract provisions.

# Innovation and Improvement

## Innovation

### The Supplier will be required to exploit innovative opportunities when providing the services and take advantage of any emerging technologies.

### The Supplier is expected to formally present innovative recommendations it believes to be appropriate to the Buyer at regular review meetings.

### The Supplier will be required to host an ‘Innovation Day’ every 12 months where it will present an industry overview including future developments and industry best practices that could be used by the Buyer.

## Continuous Improvement

### The Supplier will be required to continually improve the way in which the services are delivered throughout the contract term and at the same time will be required to help reduce costs and improve quality, providing even greater value for money for the taxpayer.

### The Supplier will have a documented continuous improvement process which will be provided to the Buyer. This should include but not be limited to tracking market developments and a process for sharing with the Buyer.

### The Supplier will work with the Buyer to support its commitment to moving to a more digital service by streamlining access to systems being used, enabling further paper reduction and reducing waste.

### The Supplier will be required to report continuous improvement progress to the Buyer, highlight potential opportunities and present new ways of working during regular review meetings.

# Print Management Services

## Bulk Printing Services

### Customer Notifications

#### The Supplier will be required to receive print ready industry standard files according to agreed file formats e.g. Advance Function Presentation (AFP) and Portable Document Format (PDF), and file location(s) e.g. Amazon Web Services S3 bucket. These files will be provided in a manner that facilitates printing optimisation. The Supplier will then print and dispatch output in line with instructions provided.

#### The Supplier will be required to receive print requests via agreed file channels and locations (e.g. Windows servers), to then undertake composition activities resulting in print ready files for printing and output handling as per the Buyer's instructions. These types of print requests will reduce over the term of the contract.

#### Some customer communications include a Personal Interest Identifier, as a result of which they will fall out of the automated process before enveloping and will require special handling. See Section 5.1.6 Mail Sortation.

### Internal Reports

#### The Supplier will be required to print Internal Reports sent to them by the Buyer, via a number of routes. The Supplier will then print and dispatch output in line with instructions provided.

### Pre-Printed Stationery

#### The Supplier will be required to supply bespoke products such as Business Reply Envelopes and pre-printed stationery.

### Direct Mail

#### Whilst infrequent, the Buyer has a requirement for direct mail campaigns.

#### Campaigns are usually requests from the business for one-off mail shot activity, which would comprise of a personalised letter and inserts (leaflets/Business Reply Envelopes) enclosed into an outer envelope.

#### These will be commissioned on a case-by-case basis, as and when required.

### Enclosing and Sealing

#### The Supplier will be required to fold and enclose printed outputs together with pre-printed inserts (e.g. leaflets, application forms), business reply envelopes and any inclusions provided by third parties as specified in the Buyer's instructions. Where letters fall out of the automated process due to a Personal Interest Identifier the Supplier will be required to fold and enclose these manually.

#### The Supplier will ensure they minimise unnecessary wastage or damage to these third party inserts to minimise reprint costs and impacts to timescales. The Supplier will be required to notify the Buyer where it becomes aware that inserts or non-standard stationery provided is not of the appropriate quality to enable inclusion.

#### The Supplier will be required to enclose documents in line with the Buyer's courier and mail contract suppliers' industry standards.

### Mail Sortation

#### Mail sortation is required as determined by the Buyer.

#### The Supplier will sort the envelopes, bundles and packs in accordance with the Buyer’s instructions, e.g. use of Mailmark, and prepare for collection by one or more postal or courier carriers.

#### Any communications that have been manually handled due to their Personal Interest Identifiers will need to be manually sorted and dispatched.

#### For Internal Reports and where the Buyer’s instructions state, some will require secure destruction at source.

#### The Supplier will ensure the Buyer achieves the best postage prices from the Buyer’s contracts with postal and courier providers.

### Consignment to Postal Providers

#### The Supplier will ensure all printed outputs are completed and prepared for collection by the appropriate postal or courier provider in line with the Buyer’s instructions.

#### The Supplier must meet the access requirements of the Buyer's other suppliers to ensure the successful completion of the end-to-end service to the Buyer's customers, maintaining timely collection from agreed collection points in line with requirements agreed between the Buyer and its suppliers collectively.

#### The Supplier must have the means to access and operate the Buyer's postal accounts (e.g. Royal Mail Online Business Account), which can be internet-based access via a URL.

#### The Supplier will provide reconciliation reporting at the postal handover stage. See Section 6.5.2 - Management Information and Reporting,

#### The Supplier will produce data to accompany all mailed items, e.g. postal manifests, regardless of mail provider.

### Consignment to Courier Providers

#### A proportion of the printed outputs require packing in courier dispatch envelopes, which will be provided where the Buyer’s courier services are being used. This will include but not be limited to internal reports and letters with a Personal Interest Identifier.

#### Where Claim Packs are despatched to the Buyer’s third party suppliers, a daily confirmation from the Supplier of the number dispatched is required.

### Output Distribution Timescales

#### The Buyer expects the following output distribution timescales for processing to be met:

Table

|  |  |
| --- | --- |
| Type | Production Window |
| 1st Class | Any output received by 12 noon and to be dispatched by 1st Class mail to be processed and ready for collection by postal suppliers on the same business day in line with the collection times agreed with the postal suppliers. |
| 2nd Class | Any output received by 12 noon and to be dispatched by 2nd Class mail to be processed and ready for collection by postal suppliers on the business day plus two in line with the collection times agreed with the postal suppliers. |
| Courier | Any DWP outputs received by 12 noon and to be dispatched by courier to be processed and ready for collection on the same business day in line with the collection times agreed with the courier suppliers. |

#### There is mail which falls outside of these constraints, e.g. mailshots or other ad-hoc requirements. Timescales for these will be agreed on a case-by-case basis.

## Other Print Production Formats

### The following Services are within the scope of the Call-Off Contract but there is currently zero throughput.

#### Alternative Formats.

##### The Supplier must ensure handling of alternative formats of customer correspondence is understood and supported as part of the PCC service (e.g. Large Print, Braille etc.)

#### Claim Pack Fulfilment.

### As and when the Buyer increases volumes the up to date process will be shared and a price(s) for such services will be agreed under the Framework Core Terms Clause 24.

## Stock Management and Distribution Services

### The Supplier will be required to hold the optimum stock to meet Service Levels of products to be inserted within the customer notifications for example Business Reply Envelopes and leaflets.

### Where the Supplier holds stocks of pre-printed stationery, the Supplier will ensure that volumes are optimised to provide the Buyer with best value.

### These will be obtained from third parties including the Buyer’s other suppliers. Any issues with this supply should be raised promptly with the Buyer.

### The Supplier is required to provide up-to-date stock-related reports as defined in Section 6.5.2 – Management information.

### Where stock becomes obsolete the Supplier will be responsible for its secure destruction.

## Secure Destruction

### The Supplier must ensure the secure destruction of all media and data as specified in Framework Schedule 1, Call-Off Schedule 9 (Security) and Joint Schedule 11 (Processing Data).

## Digital Solutions and Transformation Service

### The Buyer is committed to a Digital Transformation journey to enable omni channels of communications with citizens, enhancing the citizen’s experience. This strategic vision will further paper reduction, facilitate more cost effective processes and enable further efficiencies. These initiatives will be driven out by the Buyer and the Supplier may be invited to support discussions on these.

# General Requirements

## IT Incident and Problem Management

### The Buyer expects all incidents and problems for this service, whether internal to the Buyer or external to the Supplier, to be managed through the Buyer’s digital system. The system is to be used to raise, record, manage, escalate and resolve all incidents and problems. The Supplier and any sub-contractor if applicable will:

#### At the start of the contract, the Supplier will be expected to on-board onto the Buyer’s Incident/Problem Management system for which the Buyer will supply the relevant system access and tools to allow the Supplier to manage incidents and problems through it.

#### Use the incident and problem management system to log and manage all incidents and problems arising from the running of the service to a resolution.

#### If an incident and/or problem is raised by the Buyer, supply the relevant people to attend any calls necessary to understand and aid, if needed, in the resolution of said incident/problem.

#### Follow all prescribed actions which will be detailed during transition.

## Non-IT Issues Management

### Where the Supplier identifies a non-IT issue that creates service disruption this will be raised with the Buyer within 2 hours.

### Regardless of which party identifies the issue, the Supplier will facilitate meetings to agree a resolution with the Supplier’s relevant representatives and the Buyer’s relevant representatives.

### Where the issue cannot be resolved, a timeframe will be agreed, or a workaround in place, e.g. Disaster Recovery Plan invoked, within 4 hours.

## Payment

### The Supplier will be required to invoice the Buyer for materials used in delivery of these services at the point of consumption and then only where the output is successfully printed. Therefore, the Buyer does not expect to pay for spoils.

## Management of Supply Chain

### The use of sub-contractors in delivery of these services is permitted. However, due to the business critical nature of the services, except where the sub-contract is for consumables, the Supplier must:

#### Use no more than two sub-contractors. These will be deemed key sub-contractors.

#### Not make any change to these sub-contractors without the Buyer’s prior written agreement in line with the Framework Core Terms Clause 24.

#### Only make changes to these sub-contractors that are cost-neutral or cost-beneficial to the Buyer.

#### Ensure the Buyer has direct access to any such sub-contractors in order to effectively manage delivery of the services.

## Call-Off Contract Management

### The Supplier shall provide Contract Management in line with Call-Off Schedule 15 – Contract Management and Call-Off Schedule 14 – Service Levels.

### Management Information and Reporting

#### The Supplier will provide reports in agreed formats (for example: MS PowerPoint, Word and Excel) no less than 5 days before a scheduled performance meeting.

#### MI will include but not be limited to the reports detailed in Table 2, presented in graphs, charts and expandable tables as appropriate.

Table 2

|  |  |  |
| --- | --- | --- |
| Type | Data Set | Periodicity |
| Dashboard | Total Spend  Total Volumes  Spend by Resource Unit  Volume by Resource Unit, including postal product  Savings Tracker and Analysis  SLA Performance indicator – Green/Amber/ Red  Successes  Initiatives  Issues  Threats  Learning  Key Activities in Month/Social Value Summary/Key activity for next month | Monthly |
| Contract Performance | Performance against each SLA as defined in Call-Off Schedule 14 (Service Levels)  Table of % performance against agreed SLAs with RAG status – month on month  Explanations for SLA failures including any excused performance agreed  Improvement action plan  Performance against Social Value action plan | Monthly |
| Stock Management | Stock levels  Usage  Obsolescence / Expiry dates  Wastage | Monthly |

#### The Supplier will provide ad hoc MI when requested by the Buyer.

#### MI for Financial Performance:

Table

|  |  |  |
| --- | --- | --- |
| Type | Data Set | Periodicity |
| Financial performance | * Summary level Spend by Unit, Service and Product, | Monthly (on 1st of the month for the previous calendar month) |
|  | * Data to support in month forecasting by volume and value. | Weekly |

#### The Supplier will be required to provide the Buyer with a Management Information (MI) Portal that can be accessed from DWP devices. The portal must be updated daily at minimum and retain historical data for the term of the contract.

#### The MI Portal will include but not be limited to:

##### Configurable and downloadable data reports for certain users, including but not limited to Table 4.

#### User level access controls for the MI Portal will be managed by the Supplier but determined by the Buyer.

Table 4

|  |  |  |
| --- | --- | --- |
| Type | Data Set | Periodicity |
| MI Portal | Volumetric information to understand processing status, that can be broken down as required by the Buyer, for example by business unit, letter/form types etc. | Available on demand |
| MI Portal | Volumetric information to support reconciliation reporting, for example what was received for processing, what was processed and what is outstanding. | Available on demand |
| MI Portal | Details of Users and their access levels. | Available on demand |

# Quality and Standards

## Service Assurance

### Business Continuity and Disaster Recovery

#### Business Continuity and Disaster Recovery requirements are contained in Call-Off Schedule 8 – Business Continuity and Disaster Recovery.

### Security Requirements

#### The Security Requirements can be found in Call-Off Schedule 9 (Security).

## Quality Assurance

### The Supplier will be required to ensure quality assurance throughout by means of its own performance and that of its supply chain as specified in Framework Schedule 1.

### The Supplier will be required to provide the Buyer with an Improvement Plan capturing all non-conformances which is maintained and updated throughout the contract term.

### The Supplier will be required to ensure that quality checking covering the end-to-end print process takes place within the Supplier organisation to ensure outputs comply with standards dictated by the generating applications, paper quality and postal standards.

### The Supplier will be required to ensure all mail pack inclusions are common to the same customer e.g. ADF and that mixed outputs cannot be included in the same customer mail pack.

### The Supplier must ensure all printed outputs comply with the document format and standards dictated by the Buyer’s generating application.

## Output Integrity

### The Supplier is required to have suitable provisions in place to ensure maximum document integrity and real time job tracking throughout the production process.

### The Supplier shall adhere to the standards set out in this section, the Call-Off Schedule 14 – Service Levels and the Framework, and will be responsible for:

##### Maintaining data reconciliation (number of data records received versus the number of customer notifications issued);

##### Ensuring traceability of each and every data record throughout the production process; and

##### Regenerating any "spoils" or machine wrecks to ensure dispatch reconciliation.

# SOCIAL VALUE

## Social Value

### The Social Value requirements are specified in Framework Schedule 1 and Call-Off Schedule 14 – Service Levels.

# EXIT aND TRANSITION

## Service Provider Exit Requirements

### Exit and Transition requirements are specified in Framework Schedule 1 and Call-Off Schedule 10 – Exit Management.