**Parliamentary Courier Service**

**Statement of Requirements**

**ITT\_21700**

1. **The Requirement**

1.1 An on-demand service to courier papers and letters from Caxton House, London to the Palace of Westminster and other locations, which could include local residences, within the local London parliamentary locations during the business hours of Monday to Friday 8am to 8pm, excluding Bank Holidays.

1.2 The couriers are required to be based in Caxton House post room full time.

1.3 High volume collections

The collection would be required within 30 minutes of the request from the Authority and delivery to the Palace of Westminster within 15 minutes after collection, including time to proceed through advanced on site security measures.

1.4 Daily collections

All on-demand collections and deliveries must be undertaken immediately upon request.

1.5 The Supplier must provide a secure and reliable van for the Collection and Delivery of larger volumes of Items to and from Sites around the locality of the Palace of Westminster.

1.6 Couriers would be required to be enhanced security checked and parliamentary security vetted to National Security Vetting level Security Check (SC).

1.7 All items must be logged and receipted at the point of collection and delivery.

1. **Indicative volumes**

2.1 Daily volumes will average around 10 items a day based on historical data.

2.2 Larger jobs - Historical MI shows that each job contains approximately 1750 pages, and there have been between 2 and 5 jobs annually. The Authority does not expect any significant variation over the length of the contract.

2.3 The Authority does not guarantee volumes.

2.4 In Scope Items are commonly (but not limited to):

* Paper Documentation

2.5 Out of scope Items include:

* Cash
* Aerosols
* Lithium batteries not in Computer Equipment
* Hazardous goods such as chemicals
* Dangerous goods such as knives and scissors
* Food items and liquids
* Perishables

Note: there may be exceptional circumstances that liquids may need to be transported, however, this would only occur after prior notification to the Supplier by the Contracting Authority Representative

1. **MI requirements**

3.1 The Supplier will provide accurate monthly and Year to Date cumulative MI within 5 days of the end of the calendar month. The Supplier should provide MI reports which can be viewed and edited using DWP compatible IT.

This will include

:

* Number of visits in month
* Types of items/packages
* Locations visited
* Timescales achieved and not achieved, including rationale
* Resourcing
* Monthly SLA reporting summaries

3.2 Performance reporting

* Quarterly performance reviews

1. **Invoice Procedures**

4.1 The Supplier will provide accurate, timely and itemised invoicing within 5 days of the end of the calendar month.

4.2 The Supplier will accept payment by BACS transfer and will support any other method of payment process the Contracting Authority may introduce at no additional cost to the Contracting Authority

4.3 The Supplier will submit fully validated electronically enabled invoices monthly in arrears. These must be in the format specified by the Contracting Authority.

4.4 The Supplier will present monthly in arrears in electronic format e.g. (Excel) a fully validated breakdown of charges by cost centre to the Contracting Authority’s Representative.

4.5 The Contracting Authority will pay the Supplier within 30 days of receipt of a valid monthly invoice submitted in accordance with this section, the payment profile and the provisions of the Contract.

4.6 The Supplier will aim to resolve all disputed invoices within seven days of the Contracting Authority’s Representative advising that there is a dispute with an invoice. Both Parties will provide any supporting evidence that is needed to resolve the dispute.

1. **Supplier unable to make Collection or Delivery**

5.1 If, for any reason (e.g., vehicle breakdown or courier absence), the Supplier is unable to make the collection or delivery when requested, they must inform the person who requested the job immediately, and ensure the job is completed as soon as possible.

1. **Security Requirements**

6.1 The Supplier will be responsible for the safe and secure handling of all Items from Collection up to final Delivery point. The Supplier should not, under any circumstances, open the packaging of Contracting Authority’s Items.

6.2 The Supplier must demonstrate due care in handling all items to ensure that they arrive intact and in accordance with any special instructions written on the packaging, and in adherence to the GDPR obligations: [DWP Information Security Policy (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/720170/dwp-information-security-policy.pdf)

1. **Personnel**

7.1 The Supplier must ensure that all personnel involved in handling Contracting Authority Items understand their obligations to data security including their legal and contractual responsibilities. The Supplier will be required to deliver training to all Supplier personnel in advance of them working on any element of the Contracting Authority’s business and they understand their responsibilities relating to the delivery of the service.

7.2 Supplier Couriers must:

* Provide Supplier issue photographic ID to the Contracting Authority’s personnel and any persons in any of the locations of collection or delivery upon request
* Wear standard Supplier uniform
* Hold a full UK driving licence with no penalty points, which will be checked and verified by the Supplier annually
* Be fully security checked to National Security Vetting level Security Clearance (SC)

1. **Social Value Requirements**

8.1 The Contracting Authority is committed to delivering social value, sustainability benefits and environmental improvements, and the Supplier should consider these as part of their submission.

8.2 The Contracting Authority will comply with Public Procurement Notice 06/20 <https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>

8.3 The Contracting Authority require that the potential provider will commit to specific actions on economic, social and environmental well-being.

8.4 The Authority shares the government’s commitment to support:

* COVID-19 recovery;
* Tackling economic inequality;
* Fighting climate change;
* Equal opportunity; and
* Wellbeing.

8.5 The Supplier will need to comply with the Contracting Authority’s Environmental Policy

<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/349022/dwp-sustainable-procurement-strategy.pdf>

8.6 The Supplier should assist the Contracting Authority in achieving their Greening Government commitments as detailed at <https://www.gov.uk/government/collections/greening-government-commitments>

8.7 This should include but is not limited to:

* Reducing the amount of waste generated compared to previous years;
* Reducing the amount of waste sent to landfill compared to previous years;
* Reducing carbon emissions by per year
* Reducing overall energy consumption / water consumption per year;
* Increasing the use of renewable energy / community-generated renewable energy as a proportion of total energy consumption.
* Supporting the supply chain to better manage their energy demands through improvements in the fabric of their outputs, bringing them out of fuel poverty and contributing to climate change goals.

8.8 The Supplier will provide a copy of their Sustainability and/or Environmental Policy.

8.9 The Supplier will ensure its own supply chain does not have a negative environmental or social impact and evidence this through relevant sustainable procurement policies and assurance activities.

8.10 Where required, the Supplier must provide data on carbon emissions related to the products/services being supplied to aid with scope 3 emission calculations, as specified in Call-Off Schedule 14: Service Levels.

8.11 The Supplier must provide evidence to demonstrate compliance with the Government Buying Standards where applicable.

8.12 Following contract award, the Authority will use the Award Criteria and Reporting Metrics set out in the procurement documentation and in the Supplier proposals to establish social value service levels and that will comprise a combination of a deliverable and a numeric element, by which performance of that deliverable is to be measured.

1. **Supplier Vehicles**

9.1 The Supplier will be responsible for security of all vehicles used for the delivery of the service.

9.2 The Supplier must meet environmental social values by producing evidence of their plans to move to electric/carbon neutral to reduce their carbon footprint.

9.3 The Supplier will be required to provide a hard sided vehicle (unless otherwise specified by the Contracting Authority on an individual basis) as part of the provision of all the services required by the Contracting Authority which is fully maintained, roadworthy, suitably tested and insured.

9.4 The Supplier should produce to the Contracting Authority, upon request, vehicle records such as, but not limited to:

* + maintenance schedules
  + insurance policies
  + vehicle test certificates
  + vehicle type (make and model)

9.5 The Supplier must provide any equipment as may be deemed necessary for the safe and secure loading and unloading of vehicles at no cost.

9.6 Supplier vehicle must:

* Remain locked whilst in transit and cannot be left unattended whilst containing Contracting Authority’s Items
* Not utilise the bulkhead for storage and/or transport of Contracting Authority’s Items
* Not be left with doors or windows open whilst containing Contracting Authority’s items, or stationary.
* Not be left with engine running whilst containing Contracting Authority’s Items.
* Not be left with the key / fob in, whilst containing Contracting Authority’s Items.

9.7 There are vehicle access restrictions which the Supplier will need to consider when undertaking deliveries.

9.8 The Supplier will be responsible for ensuring all congestion charges are paid in accordance with local requirements.

1. **Service Levels**

|  |  |  |
| --- | --- | --- |
| Ref | Service level Performance Criterion | Service Level Measure/% |
| 1 | High volume On - demand services:  When a high volume on - demand collection is requested by the Authority, collection will be within 30 minutes, and delivery within 15 minutes after collection. | 100 |
| 2 | Loss of items:  the supplier shall report any loss of items immediately to the requisitioner of the job in person, and follow up in writing (via email) to the Contracting Authority’s Representative within 1 hour. | 100 |
| 3 | Incident resolution:  The supplier will undertake an investigation into each incident, and provide written resolution (via email) within 24 hours. | 100 |
| 4 | The Supplier will provide accurate and timely monthly and cumulative Year to Date MI to the Contracting Authority’s Representative within 5 days of the end of the calendar month. | 100 |