



# RM 6170 PRINT MANAGEMENT SERVICES

Scope & Specification

Version 1.0

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## RM 6170 Print Management Specification

### 1. Introduction

- 1.1. The purpose of this Framework Contract is to provide Buyers with access to a Supplier who will wholly manage a Buyers print requirement providing a full managed end to end print management service.
- 1.2. This Framework Contract will be open for use to all public sector organisations; it is anticipated that this Framework Contract will be used by Buyers who have complex print requirements who need the support and expertise of a print managers.
- 1.3. The duration of the Framework Contract shall be for a period of four (4) years.
- 1.4. It is intended that this Framework Contract shall be viewed as the principal commercial agreement for Government organisations to transition to for sourcing their print management services. However, the use of this commercial agreement is not mandated.
- 1.5. Buyer organisations will have varied requirements, volumes and print knowledge. The Supplier will need to be flexible in their approach to accommodate this position.
- 1.6. The Supplier shall provide a cost effective, flexible, high quality and value for money service capable of fulfilling a broad range of Buyer requirements.
- 1.7. The Supplier must be capable of being able to deliver the full range of Goods and Services within the scope of this Framework Contract this can be either entirely from their own organisation or with the use of Subcontractors.
- 1.8. The provision of a fully managed end to end print management services encompasses a variety of services. The actual services required by the Buyer shall be defined during the Call-Off Procedure; as such Buyers may require only a part of the full service offering. The Supplier shall be flexible to accommodate a potential mix of requirements depending on the Buyer requirements.
- 1.9. Associated services are included in this Framework Contract to enable Suppliers to provide a full end to end Service to Buyers who require them as part of the print management service.

- 1.10. Associated services may only be provided alongside a request for the core print requirements and not as standalone services.
- 1.11. This Framework Contract **does not** include multi-functional devices.

## 2. Framework Contract Structure

2.1. The Framework Contract consists of two (2) lots

2.1.1. Lot 1 Print Management Services, including strategic and transformational services, this is a single Supplier Lot and Buyers will access Lot 1 via a direct award Call-Off Procedure.

2.1.2. Lot 2 Print Management Services this is a multi-Supplier Lot and Buyers will access Lot 2 via further competition.

2.2. Buyers will select which Lot best meets their requirements and undertake the Call-Off Procedure in accordance with **Framework Schedule 7 (Call-Off Award Procedure)**

2.3. The Supplier shall be responsible for the provision of all Deliverables required under this Framework Contract, which may include the use of Key Subcontractors.

2.4. This Framework Contract shall be managed centrally by CCS and the individual Call-Off Contracts shall be managed by Buyers.

2.5. Refer to table 2.1 below for summary of services required in each of the Lots.

Table 2.1 Summary of services

| Service <sup>1</sup>                         | Lot 1                                   | Lot 2  |
|--|---|--|
|  | Mandatory Core Services                 |  |
| Buyer account management services            | ✓ ( Buyer selects from one of 3 levels) | ✓ (Buyer can further define services required as part of the Call-Off Procedure) |
| Command and house paper service              | ✓                                       |  |
| Project management services                  | ✓                                       | ✓  |
| Pre-production services                      | ✓                                       | ✓  |
| Digital asset management                     | ✓                                       | ✓  |
| Bulk printing services                       | ✓                                       | ✓  |
| Finishing services                           | ✓                                       | ✓  |
| Direct mail and transactional print services | ✓                                       | ✓  |
| Election print services                      | ✓                                       | ✓  |
| Print production in a variety of formats     | ✓                                       | ✓  |

| Service <sup>1</sup>                                    | Lot 1                         | Lot 2 |
|---|-------------------------------|-------|
|   | Mandatory Core Services       |       |
| Secure print services and secure print items            | ✓                             |       |
| Print stock management and distribution service         | ✓                             | ✓     |
| Digital solutions and transformation service            | ✓                             | ✓     |
| Print materials   | ✓                             | ✓     |
| Service <sup>1</sup>                                    | Mandatory Associated Services |       |
| Scanning and microfiche Service                         | ✓                             | ✓     |
| Secure shredding of confidential waste ( high security) | ✓                             | ✓     |
| Media duplication service                               | ✓                             | ✓     |

Notes

<sup>1</sup> For additional information see section 4. Lot 1 and section 6 for Lot 2

### **3. Lot 1 Print Management Services; including strategic and transformational requirements.**

- 3.1. Lot 1 is a strategic Lot to be managed via a partnership approach with CCS, to ensure that maximum benefits and savings can be achieved for all public sector organisations who utilise Lot 1.
- 3.2. The Supplier will be required to both drive and manage transformation and change to achieve value for money by providing on going improvements and efficiencies in the how the Deliverables are provided.
- 3.3. The Supplier shall be required to be supportive and develop contingency planning for print related products as a result of higher demand or emergency demand for example as a result of Covid
- 3.4. The Supplier shall:
  - 3.4.1. Provide a cost effective, flexible skilled service to satisfy Buyers requirements leveraging Supplier skill, expertise and the latest market knowledge to support Buyers to ensure the delivery of value for money and the most appropriate solution to meet Buyers requirements.
  - 3.4.2. Ensure that the Buyers requirements are fully understood and that options available to provide innovation, savings, value for money can be jointly explored and identified.
  - 3.4.3. Ensure that the leverage of spend across the whole of Lot 1 of this Framework Contract is maximised to achieve savings and benefits across all Buyer organisations. (For example leveraging spend on paper and common goods across government departments).
  - 3.4.4. The Supplier shall work with the Buyer to support key benefits to progress their digital transformation journey over the lifetime of the Call-Off contract by providing on going assessments and recommendation to enable Buyers to progress to support their digital journey. The Supplier shall ensure that they maximise the benefit of emerging technology to support improved smarter ways of communication.

## 4. Lot 1 Mandatory Requirements

### 4.1. Print Management Services

- 4.1.1. The Supplier shall provide a fully managed end to end service which delivers all elements of the Buyers print and associated requirements.
- 4.1.2. Print management service requirements shall be defined by Buyers during the Call-Off Procedure as Buyers may not require the full range of Services offered by the Supplier.
- 4.1.3. The Supplier shall fully support the provision of high risk services (such as big citizen impact) requirements.
- 4.1.4. The core print management Services of Lot 1 shall include, but will not be limited to the following:
  - 4.1.4.1. Buyer account management services as contained in **section 4.2**
  - 4.1.4.2. Provision of the Command and House paper service as outlined in **section 4.3 with and Annex A** which contains full details of this service requirement
  - 4.1.4.3. Project management services as contained in **section 4.4**
  - 4.1.4.4. Pre-production services as contained in **section 8.3**
  - 4.1.4.5. Digital asset management services as contained in **section 8.4**
  - 4.1.4.6. Bulk printing services as contained in **section 8.5**
  - 4.1.4.7. Finishing services as contained in **section 8.6**
  - 4.1.4.8. Direct mail and transactional print services as contained in **section 8.7**
  - 4.1.4.9. Print production in a variety of formats (including accessible print) as contained in **section 8.8**
  - 4.1.4.10. Secure print services and secure print items as contained in **section 8.9**



4.1.4.11. Print stock management and distribution services as contained in **section 8.10**

4.1.4.12. Digital solutions and Transformation service as contained in **section 8.11**

4.1.4.13. Print materials as contained in **section 8.12**

4.1.4.14. Election Print Services as contained in **section 8.13**

## **4.2. Buyer Account Management Services**

4.2.1. The Supplier shall provide a full end to end print management support to Buyers, from the concept stage, assisting Buyers in defining the best solutions to best meet their print needs, through to the full operational of delivery of the required print products.

4.2.2. This shall include the following as a minimum;

4.2.2.1. Assistance and advice to ensure the best solution is selected (for example best value quantities for a print run, or stocking type of print, or digital solution);

4.2.2.2. Sourcing the best value manufacturing facility;

4.2.2.3. Provision of quotes, from the Suppliers supply chain;

4.2.2.4. Ensuring quotes obtained are competitive and appropriate to meet the needs of the Buyer;

4.2.2.5. Management of orders placed, including ensuring on time delivery of Goods;

4.2.2.6. Management of all customer complaints including quality or delivery.

### **4.2.3. Buyer Account Management Services options**

4.2.3.1. The Supplier shall provide the Buyer with a choice of account management service options. Buyers shall select the most appropriate

type of account management service which best fits their needs during the Call-Off Procedure.

- 4.2.3.2. All Buyer Account Management service options provide full access for Buyers to the Suppliers expertise and end to end print management services, as illustrated in table 4.1 below

**Table 4.1 Lot 1 Summary of Buyer Account Management Services Options**

| <b>Service Description</b>  | <b>Level 1 Customer Service Team</b> | <b>Level 2 Bespoke Account management team on the Suppliers premises</b> | <b>Level 3 Bespoke Account management team on Buyers premises</b> |
|---|--------------------------------------|--|---|
| Access to a Customer Service team   | ✓                                    | ✓  | ✓   |
| Staffed Helpline  | ✓                                    | ✓  | ✓   |
| Access to Supplier expertise, know-how and guidance as and when required                            | ✓                                    | ✓  | ✓   |
| Management of the supply chain including all quotes and orders, and customer complaints and queries | ✓                                    | ✓  | ✓   |
| Place orders via e mail, phone or online catalogue  | ✓                                    | ✓  | ✓   |
| Dedicated resource, wholly fulfils the role of print Buyer for the Buyer organisation               |                                      | ✓  | ✓   |
| Any changes of staff personnel agreed with each Buyer   |                                      | ✓  | ✓   |
| Resource embedded in the Buyers organisation and located at the Buyers premises                     |                                      |  | ✓   |

**4.2.3.3. Option 1: Level 1 Customer Service Team; on Supplier Premises**

4.2.3.3.1. The Supplier shall provide access to a designated customer service team to provide account management services.

4.2.3.3.2. The customer service team need not necessarily be wholly dedicated to an individual Buyer organisation; and may provide account management services to other organisations.

4.2.3.3.3. The Supplier shall ensure that the customer service team are staffed with Supplier Staff with the relevant skills, knowledge and expertise to provide support to Buyer organisations.

4.2.3.3.4. The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that the service is not compromised during periods of peak demand.

4.2.3.3.5. Buyers shall be able to place orders via email, phone or via the on line catalogue (**see section 9.1.3**).

4.2.3.3.6. The Supplier shall provide a staffed helpline free of charge, which shall be a non-premium rate (0800) and/or a 01, 02, 03 prefix telephone number shall be offered.

4.2.3.3.7. The service team shall be available from Monday to Friday 08:30 to 17:30 excluding UK Bank Holidays.

- i) In the event that Buyers require the service team to be available outside these hours this shall be agreed as part of the Buyers Call -Off Procedure; or on a case by case basis as part of the Buyers Contract management process.

4.2.3.3.8. Supplier Staff shall be located on the Supplier premises.

**4.2.3.4. Option 2: Level 2 Bespoke Account Management Team; on Suppliers Premises**

4.2.3.4.1. This option shall generally be selected where due to the volume of work or the complexity of the account management services

required, a dedicated account management team is the most appropriate solution, but is not possible or necessary to locate Supplier Staff on the Buyers premises.

4.2.3.4..2. The account management team shall be available from Monday to Friday 08:30 to 17:30 excluding UK Bank Holidays, unless specified otherwise by Buyers during the Call-Off Procedure.

4.2.3.4..3. The team shall be a bespoke account management team who wholly fulfil the role of the print buyer/ team for the Buyer organisation.

4.2.3.4..4. The size of the team required shall depend on the nature of the Buyer organisation's need and shall be defined during the Call-Off Procedure.

4.2.3.4..5. Supplier Staff shall be located on the Supplier premises.

4.2.3.4..6. The Supplier shall ensure that any changes to staff personnel assigned to manage a Buyer organisation, shall be agreed with the Buyer.

**4.2.3.5. Option 3: Level 3 Bespoke account management team; on Buyers premises**

4.2.3.5..1. This option shall generally be selected where due to the volume of work or the complexity of the account management services required, a dedicated account management team embedded into the Buyers organisation is the most appropriate solution.

4.2.3.5..2. The team shall be a bespoke account management team who wholly fulfil the role of the print buyer/ team for the Buyer organisation.

4.2.3.5..3. The size of the team required shall depend on the nature of the Buyer organisation's need and shall be defined during the Call-Off Procedure.

4.2.3.5..4. Supplier Staff shall be located on the Buyer premises.

4.2.3.5..5. The Supplier shall ensure that any changes to staff personnel assigned to manage a Buyer organisation, shall be agreed with the Buyer.

### 4.3. Provision of Command and House Paper Service

- 4.3.1. The Supplier shall provide a service for the production of Command and House Papers; which are documents laid before Parliament. Most government organisations will produce at least one paper per year.
- 4.3.2. Full details of the specific technical and mandatory details relating to the Command and House Paper Service requirement is contained in **Annex A** of this specification. **Annex A** should be read in conjunction with this Print Management Specification, however for the Command and House Paper Service only in the event of any conflict **Annex A** shall take precedence.
- 4.3.3. This is a critical service and the Supplier shall be mindful when formulating their approach to the provision of this key service that the Supplier is performing a fundamental part of the administration processes integral to how government interacts with Parliament.
- 4.3.4. This service is a key deliverable of the Framework Contract and it is imperative that appropriate resources, processes and facilities are established in a timely manner to accommodate the provision of this service. Supplier to refer to the data pack (Attachment 10) for the current Call-Off Contracts for the Command and House Paper Service Requirements.
- 4.3.5. The Supplier shall note that due to the sensitive nature of some of the documents produced, Supplier Staff will be required to comply in some instances to higher levels of security requirements; this will be specified by Buyers during the Call-Off Procedure. In some instances Security Check (SC) level security will be required and the requirement for Developed Vetting (DV) level security may be required.
- 4.3.6. The Supplier will also have to comply with the physical security requirements as advised by the Buyer during the Call-Off Procedure.
- 4.3.7. As noted above, the Command and House paper service is considered to be a critical requirement. The Supplier must have a high level of control and flexibility when providing the service to allow quick and sometimes reactive changes when necessary. When providing this service the use of

Subcontractors is permissible, however the Supplier retains full responsibility for the delivery of the Services and must have a robust governance methodology in place to manage its supply chain effectively

4.3.8. In order to effectively respond to critical requirements at pace, the Supplier must have access to office and production facilities within 30 minutes travel time of the Parliamentary estate. .

4.3.9. Buyers shall provide details of their requirements with respect to the production of command and house papers during the Call-Off Procedure.

4.3.10. The Supplier shall note that the service is an end to end service and depending on the service required by Buyers may include project management, and editorial service management, and advice on the application of standards such as for example accessibility standards.

4.3.11. The Supplier shall be required to act as a central point of contact for all stakeholders to ensure the requirements of all stakeholders are fully addressed, as well as the government organisations who require the Command and House paper service other stakeholders include:-

- (i) The National Archives (TNA)
- (ii) The Journal Office in the House of Commons
- (iii) The Vote Office in the House of Commons
- (iv) The Printed Paper Office in the House of Lords
- (v) HM Treasury.

4.3.12. Requirements for Command and House papers will range from annual report and accounts, from for example an organisations Arm's Length Body (ALB) such as Crown Commercial Service, through to high profile papers produced for fiscal events for example the Budget or the Autumn Statement.

4.3.13. The Supplier shall be required to act as a subject matter expert to direct and support Buyers throughout the process including sign posting Buyers to appropriate experts within government and Parliament to ensure they follow the correct process and to allow papers to be laid correctly and in accordance with the agreed timescales.



4.3.14. The Supplier shall be aware that many government organisations lay papers only once a year, and the level of knowledge on how this is undertaken can vary between organisations. Generally as this activity is only undertaken once a year the knowledge of how to undertake this process may not generally be retained within organisations.

4.3.15. To ensure success the Supplier shall:-

4.3.15.1. Establish a digital process where they can efficiently log Buyers requests for the service, this must include capturing key requirements as early as possible in the process.

4.3.15.2. Establish an efficient quotation process to enable the Framework Charges to be applied correctly to all services requested by the Buyer.

4.3.15.3. Establish a process to provide Parliament with advanced management information about documents to be laid.

4.3.15.4. Be flexible to react to changing requirements and maintain an audit of quotations provided to Buyers

4.3.16. The Supplier shall be flexible in the range of payment methods that they are able to accept from Buyers which may include the following payment processes.

- (i) Cost Centres
- (ii) Purchase cards
- (iii) Order/ Invoice
- (iv) Invoice only.

4.3.16.1. The Supplier shall be required to deliver printed documents for Parliament and other Buyers often within short timescales. For Parliament, the Supplier shall be required to ensure the following:-

4.3.16.2. Have paper copies in the Vote and Printed Paper Offices, so these offices can release copies to Members of Parliament immediately after the relevant papers have been laid in the Journal Office

4.3.16.3. Deliveries will generally be required Monday to Friday while the House of Commons is sitting, however there are occasions when deliveries may need to be made during recess and may include weekends.

4.3.16.4. Often deliveries will be required by 7.30 am and there may be a requirement for multi deliveries in a single day.

4.3.16.5. The Supplier shall consult with the parliamentary security team following Framework Contract award to ensure the appropriate security requirements are implemented prior to the implementation of the service note this will require designated vehicles(s) and driver(s) as a minimum.

4.3.16.6. During the Framework Contract Period, the location of the delivery for papers may change and the Supplier shall be required to accommodate such changes.

4.3.17. The Supplier shall ensure appropriate contingency plans are in place to ensure delivery for example in the event of high demand or loss of facilities. This is particularly critical during the peak period from April to July when the majority of Annual reports and accounts are laid.

4.3.18. The Supplier shall be flexible in their resourcing approach to accommodate fluctuations in demand as there will be peaks and troughs throughout the year.

4.3.19. There are three relevant categories of parliamentary papers, which can be viewed at the following link:

<http://www.parliament.uk/about/how/publications/parliamentary/>

- (i) Command Papers;
- (ii) House of Commons Papers (e.g. organisational annual reports and accounts statutory inquiry reports); and
- (iii) Un-numbered Act Papers.

Previously published papers can be see via the following link

<https://www.gov.uk/official-documents>

4.3.20. There is no obligation on any Buyers organisation to procure any Command and House Paper Service.

4.3.21. As a minimum, organisations producing papers are expected to use one of the following C&HP Service options: :-

- 4.3.21.1. Core Services only,
- 4.3.21.2. Core Services and Pre-production Services, or
- 4.3.21.3. Core services, pre-production services and print copies, or
- 4.3.21.4. Core services and print copies, or
- 4.3.21.5. Core services and Supplier receipt of Buyer's print PDF or
- 4.3.21.6. Core services and Suppliers receipt of Buyer's print copies

Full details are contained in Annex A

4.3.22. The Supplier shall ensure that Command and House Papers are produced

4.3.23. The National Archives is responsible for ensuring that services for the production of these documents are available to government organisations and that services allow organisations to meet parliamentary requirements.

4.3.24. The details and scope of the service required shall be defined by individual Buyers organisations during the Call- off Procedure and may include some or all of the following activities:

- (i) Coordination of input from various authors
- (ii) Review of documents
- (iii) Brand management
- (iv) Layout and page management
- (v) Creation of web-optimised, accessible and/or print-ready PDFs
- (vi) Alternative formats
- (vii) Printing and distribution of the finished documents

(viii) Secure distribution of the finished documents

4.3.25. Suppliers shall note that some aspects of the service may need to be undertaken within a secure environment. The Supplier shall ensure that all security measures required by the Buyer organisation are adhered to.

4.3.26. As required by the Buyer the Supplier shall supply staff to provide pre-production services, proofing services and/or approval of final Content at the Buyers site and/or those of the Suppliers. It may be necessary to provide these services outside of normal Working Hours.

4.3.27. A Buyers organisation may require the Supplier to deliver printed proofs for final Content approval within a timeline based on a certain number of minutes, for example 30 minutes of the proofs being ready for despatch. This timeline may fall outside usual Working Hours.

4.3.28. A Buyer organisation will require the Supplier to produce printed Copies and distribute them to a timeline within a short period of time (i.e. 4 - 6 hours) of final Content approval being given.

4.3.29. The length and quantities of the Copies to be delivered to this Timeline will vary, for example the Paper may be up to 160 pages long, with 2000 copies required within 6 hours. This Timeline maybe outside usual Working Hours.

#### 4.4. Project Management Services

4.4.1. The Supplier shall provide project management service when this is required by Buyer organisations to support the delivery of Services in scope of this Framework Contract to ensure a successful delivery.

4.4.2. The Supplier shall note that due to the scale and complexity of the print requirements that are within the scope of Lot 1, such project management services will vary in size and complexity and therefore the Supplier will be required to be flexible in their approach to this requirement.

4.4.3. The level of project management services required shall be dependent on each Buyer organisations approach and needs. This shall be defined by the Buyer during the Call-Off Procedure.

4.4.4. The Supplier shall provide project management service support to Buyers in the following key areas

- (i) **Planning**; for example during the implementation of a Call-Off Contract or an implementation of change; identifying the key deliverables and resources required to achieve delivery of the project to meet the Buyers requirements
- (ii) **Execution**; ensure that the ongoing correct allocation of resources and delivery of the assigned tasks by team.
- (iii) **Monitoring** of progress to ensure delivery of the planned project including provide support in overcoming any obstacles and risk management

4.4.5. The provision of project management services shall be agreed in advance with Buyers as part of the Call- Off procedure; this will shall be in addition to the standard service offering of Buyer Account Management Service, where additional resources are required to for example support the delivery of a project

#### 4.5. Print Management Associated Services

4.5.1. The Supplier shall provide associated services to Buyers to ensure Buyers can benefit from the provision of the full end to end print management service. Associated services may only be accessed as part of an overall print management requirement, it is not the intention that any of the services are standalone provisions that can be called off from the Framework Contract by Buyers in isolation of other core print management services.

4.5.2. Buyers may not require all of the associated services listed and therefore the actual services shall be determined during the Buyers Call-Off Procedure; which are anticipated to fall within one or more the following associated services described below.

4.5.3. Associated services shall include

4.5.3.1. Scanning and Microfiche service as contained in **section 8.14.1**

4.5.3.2. Secure shredding of confidential waste (high security) as contained in **section 8.14.2**

4.5.3.3. Media Duplication service as contained in **section 8.14.3**

#### 4.6. Transition of Services

4.6.1. The Supplier be required to undertake a robust transfer of services where required by Buyers as their Call-Off Contracts expire, refer the data pack (Attachment 10 "Data Pack" ) which provides details of the current Call-Off Contracts and the expiry dates.

4.6.2. Where a Buyer requires the Command and House papers service, all requirement will be transferred to the Lot 1 Supplier, following the expiry of the Buyers current Call-Off Contracts for this service.

4.6.3. The Supplier shall following Contract award develop a transition plan and ensure this includes the following:

4.6.3.1. Timely process for contacting all customers who have awarded Call-Off Contracts under Lot 1 RM3785, to determine their procurement approach regarding their on-going print requirements.

4.6.3.2. The Supplier shall undertake a full assessment of each Buyers requirements as part of the on boarding process, with appropriate due diligence to achieve both a smooth transition to the new Framework Contract and recommendations as early in the process as is practical to achieve value for money and savings.

4.6.3.3. Ensure that the plan encompasses the scope of their requirements (for example if they require stock holding)

4.6.3.4. Due diligence to ensure information on the scope of requirements, risks, and Buyers objectives are fully understood to ensure a smooth transition.

4.6.4. The Supplier shall appoint an implementation team with a named implementation manager, with a minimum of two years' experience, in a relevant print management environment. Resources must be maintained

during the transition period regardless of your other commitments. The Supplier shall provide details of the named implementation manager(s) to CCS within 5 working days of the Framework Start Date.

- 4.6.5. The Supplier shall work co-operatively with the Buyers to ensure a systematic, planned and robust transition.

#### **4.7. Implementation of Buyers Call-Off Contracts**

- 4.7.1. The Supplier Framework Manager shall work closely with Buyers organisations to implement their respective Call-Off Contracts. Refer to attachment 10 “Data Pack” which details Buyers organisations current Call-Off Contracts and their expiry dates.

- 4.7.2. The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure the smooth implementation of Buyers Call-Off Contracts and that service levels for Buyers are not compromised during periods of peak demand.

- 4.7.3. The Supplier shall note that all web-based solutions are subject to Buyers restrictions.

- 4.7.3.1. The Supplier shall liaise with the relevant Buyers to determine network boundaries, governed by individual departmental security guidance. For example, the Ministry of Defence (MoD) requires a service provision to comply with JSP 604 which encourages early engagement with the Network Technical Authority. The Supplier shall ensure that the proposed solution complies with all requirements specified by Buyers.

- 4.7.3.2. The Supplier shall ensure that web-based solutions are capable of working on Buyers systems utilising a minimalist approach to the use of interactive technologies.

- 4.7.4. During implementation the Supplier shall provide unlimited, but as necessary, training to the Buyers on the use of the ordering system, including, but not limited to, one-to-one training sessions and videos appropriate to the Buyer’s location free of charge.

- 4.7.5. The Supplier shall ensure that recommendations for improvements are documented and managed as part of the on boarding and throughout the lifetime of Contract

#### 4.8. Framework Contract Management

- 4.8.1. The Framework Contract shall be managed by CCS and the Call-Off Contracts shall be managed by each Buyer organisation
- 4.8.2. Lot 1 is a strategic Lot to be managed via a partnership approach, this shall be reflected in the Framework Contract Management of this Lot.
- 4.8.3. The successful delivery of this Framework Contract will rely on the ability of the Supplier and CCS to develop a strategic relationship immediately following the conclusion of this Framework Contract, and maintaining this relationship throughout the Framework Contract Period.
- 4.8.4. To achieve this strategic relationship, there will be a requirement to adopt proactive framework management activities, which will be informed by quality Management Information, and the sharing of information between the Supplier and CCS.
- 4.8.5. The Supplier shall provide CCS a suitably qualified nominated contact (the "Supplier Framework Manager") who will take overall responsibility for delivering the Deliverables required within this Framework Contract, as well as a suitably qualified deputy to act in their absence.
- 4.8.6. The Supplier Framework Manager's details shall be provided within five (5) Working Days of signing the Framework Contract. The nominated Supplier Framework Manager shall have a minimum of two years relevant industry experience
- 4.8.7. The Framework Contract shall be managed by CCS via a combination of reviews of the Supplier's performance against the Performance Indicators (refer to **Framework Schedule 4 – Framework Management**), and via discussions and information-sharing on a regular basis between CCS and the Supplier.



4.8.8. The Supplier shall provide management information reports on their performance against the Performance Indicators on a monthly basis, together with the appropriate supporting evidence.

4.8.9. The form and frequency of such discussions between CCS and the Supplier shall be established during the initial three (3) Months of the Framework Contract Period and will be subject to review on an ongoing basis, to ensure that this remains fit for purpose. It is anticipated that any face to face meetings will be no more than once a month.

4.8.10. **Value for money and continuous improvement** will continue to be the focus for the Public sector, The Supplier shall, take a proactive role in the development and implementation of measures which deliver improvements in the delivery of Buyers requirements, adopting both a holistic / strategic and localised approach in the development of ideas and plans for developing initiatives ideas for improvements.

4.8.11. The Supplier shall, throughout the duration of the Framework Contract use their expertise and provide guidance to Buyers to ensure value for money.

4.8.12. The Supplier shall develop a continuous improvement plan which outlines the initial planned improvements for the Contract this should include both strategic, transformational and local level proposals, the plan shall include but not limited to the following areas:-

4.8.12.1. A paper strategy; during the life of the Framework Contract it is envisaged that a public sector paper strategy will be developed to benefit all government organisations; the Supplier shall be required to support CCS in its development and implementation.

4.8.12.2. Development and implementation of innovation initiatives across government, including for example standardisation, rationalisation and aggregation.

4.8.12.3. Developing of electronic / digital processes to provide an improvement for customers in the ordering and invoicing process thereby improving the customer journey and providing access to transparent pricing and demonstrating value for money

4.8.12.4. Support and development of social value initiatives.

4.8.13. When implementing continuous improvement plans, initiatives or innovation, the Supplier shall have an established change management procedure, including, communications plans, training requirements, contingency planning and subsequent lessons learnt activities, to ensure the effective delivery of Buyer requirements with minimal disruption.

4.8.14. The Supplier shall develop a process to regularly and clearly demonstrate value for money being delivered to include but not be limited to the following

4.8.14.1. Transparency of pricing and savings

4.8.14.2. Benchmarking

4.8.14.3. Case studies, approved by Buyers demonstrating benefits achieved to be available for publication on government website

4.8.15. Identification of new or potential improvements to the provision of the Deliverables; such as

4.8.15.1. sustainable savings from alternative solutions

4.8.15.2. savings from alternative sources of supply

## **5. Lot 2 Print Management Services**

5.1. Lot 2 is designed for Buyers who require the support of a print manager to enable them to take advantage of the end to end services that this approach offers, thereby ensuring that their print needs are fully managed on their behalf.

5.2. The Buyers who use Lot 2 will be a broad range of public sector organisations who range in both size and complexity with regard to their print requirements.

5.3. The Supplier shall be flexible in their approach to manage the provision of both low value to high value Call-Off Contracts requirements.

5.4. The Supplier shall be required to be supportive and develop contingency planning for print related products as a result of higher demand or emergency demand for example as a result of Covid

5.5. Buyers will call off Lot 2 via further competition.

5.6. The Supplier shall:

- 5.6.1. Provide a cost effective, flexible skilled service to Buyers requirements leveraging Supplier skill, expertise and the latest market knowledge to deliver value for money and the most appropriate solution to meet Buyers requirements.
- 5.6.2. Ensure that the Buyers requirements are fully understood and that options available to provide innovation, savings, value for money can be jointly explored and identified.
- 5.6.3. The Supplier shall work with the Buyer to support key benefits to progress their digital transformation journey over the lifetime of the Call-Off Contract by providing on going assessments and recommendation to enable Buyers to progress to support their digital journey.

5.7. The key requirements of Lot 2 are as follows.

- 5.7.1. Provision of a print management service for standard print management requirements where Buyers require the services of a print manager to support the provision of their print requirements.
- 5.7.2. The Supplier shall act as the single point of contact to manage all of the Buyers print requirements
- 5.7.3. Provision of a supportive account management service which the Supplier shall tailor to suit Buyers requirements.
- 5.7.4. The Supplier shall be flexible in their which may for example range from a customer services contact centre to the provision of on-site staff at the Buyers premises.

## **6. Lot 2 Mandatory Requirements**

### **6.1. Print Management Services**

- 6.1.1. The Supplier shall provide a fully managed end to end service which delivers all elements of the Buyers print and associated requirements.

6.1.2. Print management service requirements shall be defined by Buyers during the Call-Off Procedure as Buyers may not require the full range of Services offered by the Supplier.

6.1.3. The core print management Services of Lot 2 shall include, but will not be limited to the following:-

- 6.1.3.1. Buyer account management services as contained in **section 6.2**
- 6.1.3.2. Project management services as contained in **section 6.3**
- 6.1.3.3. Pre-production services as contained in **section 8.3**
- 6.1.3.4. Digital asset management services as contained in **section 8.4**
- 6.1.3.5. Bulk printing services as contained in **section 8.5**
- 6.1.3.6. Finishing services as contained in **section 8.6**
- 6.1.3.7. Direct mail and transactional print services as contained in **section 8.7**
- 6.1.3.8. Print production in a variety of formats (including accessible print) as contained in **section 8.8**
- 6.1.3.9. Print stock management and distribution service as contained in **section 8.10**
- 6.1.3.10. Digital solutions and Transformation service as contained in **section 8.11**
- 6.1.3.11. Print materials as contained in **section 8.12**
- 6.1.3.12. Election print services as contained in **section 8.13**

## **6.2. Buyer Account Management Services**

6.2.1. The Supplier shall provide a full end to end print management support to Buyers, from the concept stage, assisting Buyers in defining the best solutions to best meet their print needs, through to the full operational of delivery of the required print products.

6.2.2. The service shall include the following as a minimum;

- 6.2.2.1. Assistance and advice to ensure the best solution is selected (for example best value quantities for a print run, or stocking type of print, or digital solution)
- 6.2.2.2. Sourcing the best value manufacturing facility
- 6.2.2.3. Provision of quotes, from the Suppliers supply chain
- 6.2.2.4. Ensuring quotes obtained are competitive and appropriate to meet the needs of the Buyer
- 6.2.2.5. Management of orders placed, including ensuring on time delivery of Goods
- 6.2.2.6. Management of all customer complaints including quality or delivery

### **6.2.3. Buyer Account Management Services minimum level**

- 6.2.3.1. The Buyer shall advise as part of the Call-Off Procedure their requirements for account management services set up.
- 6.2.3.2. The minimum account management services for this Lot 2 are specified in this paragraph 6.2.3. and this shall be the default service provided if the Buyer does not define any further requirements during the Call-Off Procedure
- 6.2.3.3. The Supplier shall provide a designated customer service team to provide account management services as follows:-
  - 6.2.3.3..1. The customer service team need not necessarily be wholly dedicated to an individual Buyer organisation; and may provide account management services to other organisations
  - 6.2.3.3..2. The Supplier shall ensure that the customer service team are staffed with Supplier Staff with the relevant skills, knowledge and expertise to provide support to Buyer organisations.

- 6.2.3.3.3. The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that the service is not compromised during periods of peak demand.
- 6.2.3.3.4. Buyers shall be able to place orders via email, phone or via the on line catalogue (see paragraph 9.1.3).
- 6.2.3.3.5. The Supplier shall provide a staffed helpline free of charge, which shall be a non-premium rate (0800) and/or a 01, 02, 03 prefix telephone number shall be offered.
- 6.2.3.3.6. The service team shall be available from Monday to Friday 08:30 to 17:30 excluding UK Bank Holidays.
- 6.2.3.3.7. Supplier Staff shall be located on the Supplier premises

### 6.3. Project Management Services

- 6.3.1. The Supplier shall provide project management service when this is required by Buyer organisations to support the delivery of Services in scope of this Framework Contract to ensure a successful delivery.
- 6.3.2. The level of project management services required shall be dependent on each Buyer organisations approach and needs. This shall be defined by the Buyer during the Call-Off Procedure.
- 6.3.3. The Supplier shall provide project management service support to Buyers in the following key areas
  - (i) **Planning**; for example during the implementation of a Call-Off Contract or an implementation of change; identifying the key deliverables and resources required to achieve delivery of the project to meet the Buyers requirements
  - (ii) **Execution**; ensure that the ongoing correct allocation of resources and delivery of the assigned tasks by team.
  - (iii) **Monitoring** of progress to ensure delivery of the planned project including providing support in overcoming any obstacles and risk management

### 6.4. Print Management Associated Services

6.4.1. The Supplier shall provide associated services to Buyers to ensure Buyers can benefit from the provision of the full end to end print management service. Associated services may only be accessed as part of an overall print management requirement, it is not the intention that any of the services are standalone provisions that can be called off from the Framework Contract by Buyers in isolation of other core print management services.

6.4.2. Buyers may not require all of the associated services listed and therefore the actual services shall be determined during the Buyers Call-Off Procedure; which are anticipated to fall within one or more of the the following associated services described below.

6.4.3. Associated services shall include

6.4.3.1. Scanning and Microfiche service as contained in **section 8.14.1**

6.4.3.2. Secure shredding of confidential waste (high security) as contained in **section 8.14.2**

6.4.3.3. Media Duplication service as contained in **section 8.14.3**

## **6.5. Implementation of Buyers Call - Off Contracts**

6.5.1. The Supplier shall ensure that recommendations for improvements are documented and managed as part of the on boarding and throughout the lifetime of the Contract

6.5.2. The Supplier shall implement Call-Off Contracts in accordance with the Call-Off Schedule 13 Implementation plan and Testing

6.5.3. The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure that service levels for Buyers are not compromised during periods of peak demand.

6.5.4. The Supplier shall liaise with the relevant Buyers to determine network boundaries, governed by individual departmental security guidance. For example, the Ministry of Defence (MoD) requires a service provision to comply with JSP 604 which encourages early engagement with the Network

Technical Authority. The Supplier shall ensure that the proposed solution complies with all requirements specified by Buyers.

6.5.4.1. The Supplier shall ensure that web-based solutions are capable of working on Buyers systems utilising a minimalist approach to the use of interactive technologies.

6.5.5. During implementation the Supplier shall provide unlimited, but as necessary, training to the Buyers on the use of the ordering system, including, but not limited to, one-to-one training sessions and videos appropriate to the Buyer's location free of charge.

## **6.6. Framework Contract Management**

6.6.1. The Framework Contract shall be managed by CCS and the Call-Off Contracts shall be managed by each Buyer organisation

6.6.2. The successful delivery of this Framework Contract will rely on the ability of the Supplier and CCS to develop a relationship immediately following the conclusion of this Framework Contract, and maintaining this relationship throughout the Framework Contract Period.

6.6.3. To achieve this relationship, there will be a requirement to adopt proactive framework management activities, which will be informed by quality Management Information, and the sharing of information between the Supplier and CCS.

6.6.4. The Supplier shall provide CCS a suitably qualified nominated contact (the "Supplier Framework Manager") who will take overall responsibility for delivering the Deliverables required within this Framework Contract, as well as a suitably qualified deputy to act in their absence.

6.6.5. The Supplier Framework Manager's details shall be provided within five (5) Working Days of signing the Framework Contract. The nominated Supplier Framework Manager shall have a minimum of two years relevant industry experience

6.6.6. The Framework Contract shall be managed by CCS via a combination of reviews of the Supplier's performance against the Performance Indicators



(refer to **Framework Schedule 4 – Framework Management**), and via discussions and information-sharing on a regular basis between CCS and the Supplier.

6.6.7. The Supplier shall provide management information reports on their performance against the Performance Indicators on a monthly basis, together with the appropriate supporting evidence.

6.6.8. The form and frequency of such discussions between CCS and the Supplier shall be established during the initial three (3) Months of the Framework Contract Period and will be subject to review on an ongoing basis, to ensure that this remains fit for purpose. It is anticipated that any face to face meetings will be no more than once a month

6.6.9. **Value for money and continuous improvement** is one of the key deliverables of this contract as is the delivery of value for money for all Buyers. The Supplier shall take a proactive role in the development and implementation of measures which deliver improvements in the delivery of Buyers requirements, adopting both a holistic / strategic and localised approach in the development of ideas and plans for developing initiatives and ideas for improvements.

6.6.10. The Supplier shall, throughout the duration of the Framework Contract use their expertise and provide guidance to Buyers to ensure value for money.

6.6.11. Identification of new or potential improvements to the provision of the Deliverables; such as

6.6.11.1. sustainable savings from alternative solutions

6.6.11.2. savings from alternative sources of supply

6.6.12. Supplier shall develop a process to regularly and clearly demonstrate value for money being delivered to include but not be limited to the following

6.6.12.1. Transparency of pricing and savings

6.6.12.2. Benchmarking

- 6.6.12.3. Case studies, approved by Buyers demonstrating benefits achieved to be available for publication on government website

## 7. Lot 2 Additional Requirements - Non Mandatory

- 7.1. Secure print services and secure print items as contained in **section 8.9**

## 8. Print Management Services – Technical scope and specification

- 8.1. The scope of each lot is contained in table 2.1 Summary of Services and in each section of the Lots described in **section 4** for Lot 1 and **section 6** for Lot 2

- 8.2. Buyers shall specify their requirements during the Call-Off Procedure, and where such services are required this section specifies the minimum scope and specification for each of the services.

### 8.3. Pre-production Services

- 8.3.1. The Supplier shall provide pre-production services which shall include:

- (i) Proofs –Individual Buyer organisations shall provide details of the required proofing process as part of the Call-Off Procedure;
- (ii) Artwork and proofs in a digital format;
- (iii) Hard copy artwork and proofs;
- (iv) Print ready artwork;
- (v) Artwork ready for online publishing and e-Communications;
- (vi) Artwork for online templates;
- (vii) Photograph retouching service; and
- (viii) Image research and sourcing services.

- 8.3.2. **Basic design, art working and page layout** This shall include, but not be limited to:

- (i) Creative page layout services,

(ii) Creation and supply of artwork ready for print and digital publishing; which will typically involve the interpretation and application of a Buyer organisations brand guidelines and retouching services.

(iii) Production of scamps where specified by the Buyer (a first rough of mock of artwork).

8.3.3. **Design and Creative Services:** The Supplier shall provide design and creative services to include, but not be limited to, developing design concepts, content creation and creative delivery.

8.3.4. **Typesetting:** The Supplier shall provide typesetting services; to a pre-agreed style and type specification, as detailed by the Buyer during the Call-Off Procedure, producing a finished document ready for printing and digital publishing.

8.3.5. **Copy editing:** The Supplier shall provide copy editing services to include, but not limited to, developing style and formatting copy for print.

8.3.6. **Proof reading** The Supplier shall provide proof reading services including proof reading services in a range of languages.

8.3.7. **Translation services:** The Supplier shall offer a translation service for translating documents and audio into alternative languages

8.3.8. **Alternative formats;** The Supplier shall provide alternative formats as specified by each Buyer organisation's during their Call-Off Procedure such as:

- (i) Easy read
- (ii) Large Print
- (iii) Alternative languages
- (iv) Audio
- (v) Braille

## 8.4. Digital Asset Management

8.4.1. The Supplier shall provide and manage a Digital Asset Management System. Digital assets may include, but are not limited to:

- (i) Photographs
- (ii) Artwork, templates
- (iii) Up to date specifications.

8.4.2. The Supplier shall ensure:

- (i) Digital assets are easily accessible by the relevant Buyer organisation, for example be on a secure website that can be easily browsed.
- (ii) Viewing and selection of assets shall be restricted to individual user access levels, as set out by the Buyer during the Call-Off Procedure.
- (iii) Users with access to digital assets have the appropriate level of access, and that access levels are validated and managed.
- (iv) all digital assets are meta-dated/version controlled to enable the assets to be stored and extracted in a coordinated and controlled way.

## 8.5. Bulk Printing Services

8.5.1. The Supplier shall provide a bulk (or mass printing) service which may include large orders of the same media to be printed in bulk, which may include a mass mailing ad campaign or a high-volume newsletter to be sent to interested parties.

## 8.6. Finishing Services

8.6.1. The Supplier shall offer access to a full range of finishing services including, but not limited to:

- (i) Binding including perfect binding;
- (ii) Saddle stitching;
- (iii) Wire stitching;
- (iv) Drilling;
- (v) Die cutting;
- (vi) Folding;
- (vii) Varnishing;
- (viii) Laminating;

- (ix) Trimming;
- (x) Creasing; and
- (xi) Perforation

## **8.7. Direct mail and Transactional Print Services**

8.7.1. The Supplier shall provide direct mail and transactional print services which requires data personalisation in a secure environment.

8.7.2. The Buyer shall define the service required during the Call-Off Procedure, the Supplier shall be flexible in their approach to accommodate from large to small scale requirements

8.7.3. Transactional print shall include services such as billing services, direct mailing and database management.

8.7.4. This will include but is not limited to database management, printing of items, personalisation, finishing, and collation, enclosing and mailing of items to end users. Requirements may include but are not limited to billing services, direct mail and election material;

8.7.5. The Supplier shall:

- (i) Source all printed items for inclusion in direct mail or transactional mail including additional inserts if required;
- (ii) Print variable data including but not limited to text;
- (iii) Provide collation and enclosing; and
- (iv) Provide mailing and related services to include liaison with and management of postal providers.
- (v) Provide mail sorting facilities, a full range of dataset and database validation services and hybrid mail services all in line with market and industry standards.

8.7.6. The Supplier shall use their expertise and up to date market intelligence to provide guidance to the Buyers to enable the optimisation of postal discounts and maximise savings.

8.7.7. Where appropriate Buyers may wish to access their own separate courier and/ or postal contracts and opt to use this as a means of delivery. CCS therefore seeks a co-operative approach by the Supplier in considering opportunities for Buyers utilisation of Buyers own or other CCS commercial agreements.

8.7.8. The Supplier shall provide a database management service which shall;

- (i) develop, enhance and analyse data
- (ii) store and manage data on a secure database.
- (iii) data cleansing for example for, de-duplications and gone aways, and management of the data on behalf of the Buyer organisation

## **8.8. Print production in a variety of formats (including accessible print)**

8.8.1. The Supplier shall provide a full range of operational print services using web offset, lithography and digital machinery with varying levels of output from low to high volumes and in a variety of formats to ensure the wide range of Buyer requirements can be met.

8.8.2. Print requirements shall be defined by Buyers during the Call-Off procedure, this is anticipated (but not limited) to fall within one or more the following print categories described below:

- 8.8.2.1. **Operational print items**; day to day business print items such as No Carbon Required (NCR) pad sets, pads that may be bound in boards, forms, reports, brochures, leaflets, , annual reports, business cards, business stationery such as compliment slips, business cards, promotional materials, newsletters, and letterheads.
- 8.8.2.2. **General marketing literature** including print items such flyers, magazines, pamphlets, postcards, stickers, brochures, newsletters and promotional materials.
- 8.8.2.3. **Promotional items**; including branded items such as pens, mugs, badges, and tee shirts.
- 8.8.2.4. **Large format and wide print**; on a variety of substrates including but not limited to paper, board, metal, glass, canvas, fabrics and plastic. Examples may

include, but are not limited to, billboard style posters and posters for various outdoor media.

8.8.2.5. **Flexographic printing** to allow printing on multiple substrates including for example specimen bags.

8.8.2.6. **Signage**, (Bespoke signs)

## 8.9. Secure print services and secure print items

8.9.1. The Supplier shall provide a secure print facility and service where required by Buyers; the facilities shall be able to print, store and deliver items in a secure environment. This may include for example personalisation, stock storage, stock call-off facilities and fulfilment.

8.9.2. The Supplier shall ensure that all personnel have appropriate security clearance when dealing with secure print services and in the production of security print, when handling secure data, when delivering security printed items to Buyers premises and to help Buyers in meeting the best practice principles outlined in the documents below:

<http://www.cpni.gov.uk/advice/Personnel-security1/>

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/299547/HMG\\_Personnel\\_Security\\_Controls.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/299547/HMG_Personnel_Security_Controls.pdf)

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

8.9.3. The Supplier shall have confidentiality agreements in place with all Supplier Staff involved in delivery of a Buyer organisations Call-Off Contracts

8.9.4. Secure print services includes the printing of secure print items such ID cards, the production of sensitive and confidential reports and mailing. Due to the nature of what is being produced the classification of items may be above the official tier classification. Additional security measures may be required over and above standard business processes. The Supplier shall take into account the Buyers requirements relating to secure print services and ensure the appropriate business processes are in place to meet the Buyers requirements.

- 8.9.5. The Supplier shall have secure methods of electronic communication and of storing electronic files, media and data that meet the best practice principles detailed via the links further below in this section.
- 8.9.6. Secure print items include for example, cheques, payable orders, plastic cards and cashable vouchers.
- 8.9.7. The Supplier shall use their expertise and up to date market intelligence to provide guidance to the Buyer organisations in respect of the most appropriate sources of printed substrates that have advanced security features to combat fraudulent use.
- 8.9.8. **Production of Cheques;** where the Supplier provides cheques and similar items, the Supplier (or their Key Subcontractor(s) as appropriate shall be accredited with the Cheque Printer Accreditation Scheme standard. Further details can be obtained at <http://www.chequeandcredit.co.uk/cpas/>
- 8.9.9. **Supply of secure Plastic Cards;** the Supplier shall provide variable printing onto plastic substrate (plastic cards), any of which may require a secure printing environment, this shall be determined during the Buyers Call-Off Procedure. Requirements may include, but are not limited the inclusion of the following security features:
- (i) Holograms,
  - (ii) Pictures
  - (iii) Microchips
  - (iv) Embossed variable data
  - (v) Thermal variable data
  - (vi) Barcode printing
  - (vii) Photographs
  - (viii) Tamper evident signature panel
  - (ix) Hidden image printing
  - (x) UV and colour shifting ink
  - (xi) Micro printing



- (xii) Magnetic strips

8.9.9.1. The Supplier shall

- (i) source and print on a range of Polyvinyl Chloride (PVC) cards and biodegradable cards in a range of sizes including but not limited to 300 microns, 480 microns, 500 microns, 760 microns and 810 microns;
- (ii) provide plastic substrate (i.e. plastic card) and card carrier design facilities; and
- (iii) offer a bespoke die cutting card facility.

8.9.9.2. The Supplier shall provide a direct mail operation for the distribution and fulfilment of the final plastic cards to end users. This may include:-

- (i) sourcing of inserted printed materials (i.e. leaflets).
- (ii) personalisation of printed documents (i.e. letters and card carriers)
- (iii) the collation of all items
- (iv) mailing to final individual users. This will also include data-processing services and electronic data exchange services.

8.9.10. The Supplier shall deliver all elements of a Buyer's requirements for security print and secure print production which may include, but are not limited to:

- (i) Controlled paper usage (time stamped running sheets) and secure waste disposal;
- (ii) Secure production site with secure building access/egress and physical site security control mechanisms and systems;
- (iii) Secure storage facilities with controlled access;
- (iv) Secure production area with controlled access;
- (v) CCTV coverage and recording of all internal and external areas of site 24hrs every day of the year;
- (vi) Monitoring of on-site despatch and goods inward areas;
- (vii) Secure delivery service;

- (viii) Provision of full audit trail of stock holding, printed material and delivery;
- (ix) Provision of secure destruction services (including waste);
- (x) Implementation of supplier policies and procedures which specifically address the protection of Buyer organisations and or their individual customers' personal and other restricted information which the Supplier may have access to in the course of fulfilling the requirement; and/or
- (xi) Provision of Supplier Staff with enhanced security clearance.

## **8.10. Print Stock Management and Distribution Service**

8.10.1. The Supplier shall provide a print stock management and distribution service for print and print related items;

8.10.2. The Supplier will need to be flexible in their approach to accommodate different Buyer's requirements who may require all or part of the service offered by the Supplier. The Supplier shall design appropriate solutions which best meet Buyers' requirements as outlined in the Call-Off Procedure.

8.10.3. The Supplier shall ensure that this service offering includes:

8.10.3.1. The provision of a scalable warehousing facility for the stocking of all print and print related materials including pick and pack fulfilment and distribution services.

8.10.3.2. The provision of appropriate systems and processes to provide a robust inventory management service for Buyers.

8.10.3.3. A stock management service which includes, pick and pack, storage and call off facilities, a proactive monitoring of stock levels on behalf of Buyers to minimise stock holding and any stock outs, obsolete stock and wastage, by for example monitoring call off patterns.

8.10.3.4. A consignment stock service whereby the Supplier holds stock on behalf of the Buyer. The Supplier shall ensure that the items and the maximum ./ minimum value of the consignment stock holding is defined as part of the Call-Off Procedure

8.10.3.5. The provision of print brand management for Buyers where required this is expected to be required for example where multiple end users are calling off branded print items from within a Buyers organisation and applicable brand management is required to ensure the current up to date branding is applied

8.10.3.6. An online catalogue ordering facility which allows for real time online stock management and distribution the **Online Catalogues;** which must have the capability to provide accurate stock levels and enable Buyers to call off stock in real time on line the on line system offered shall include the following features:-

- (i) Provide accurate stock levels, which are updated with correct stock level information each Working Day.
- (ii) Allow Buyers to call off stock in real time online
- (iii) Allow the monitoring of minimum stock levels and replacements
- (iv) Monitor the availability of time sensitive materials
- (v) Monitor maximum stock levels to ensure Buyers are not carrying too much value in stock

8.10.3.6..1. Down time for planned maintenance of the system shall be agreed in advance with the Buyer.

8.10.4. The Supplier shall work with Buyers where required to agree optimum stock levels. To ensure best value for money is achieved for Buyers and utilise stocking facilities to stock items only where appropriate, taking into account all the factors relating cost including stock holding costs, print on demand cost and bulk print cost benefits.

## 8.11. **Digital Solutions and Transformation Service**

8.11.1. Digital Solutions Services, which encompass the electronic delivery of information including data and content across multiple platforms and devices, including E mail, SMS, and conversion of documents via a scanning service

8.11.2. To support the government policy of digital by default, Buyers will require support to develop strategies to move away from the traditional print solutions.

8.11.3. The Supplier shall support Buyers in their digital journey using their technical expertise and experience to provide Buyers with cost effective print alternatives, such as digital print services and digital content.

8.11.4. The Supplier shall provide a digital and creative service to enable Buyers to digitalise their communications via for example in digital marketing and digital artwork; this will include for example, creative direction and management, development of design concepts across different media channels, managing brand identity across various medias, and content and creation management

8.11.5. Suppliers shall take into account that Buyers will be at different stages of digital transformation when supporting the development of appropriate digital strategies.

8.11.6. For further information about CG's Digital Agenda and standards visit:

<https://gds.blog.gov.uk/category/digital-strategy/>

8.11.7. The Supplier shall offer digital solutions which may include, but is not limited to, design, development, delivery and management of website, intranet and extranet, pages and content.

8.11.8. The Supplier shall offer services (including the management)

- i) to convert document /data into formats that allow publishing on websites.
- ii) to convert documents into an electronic format via a scanning service.
- iii) which provide communications via electronic means e.g. SMS messaging, email including an eBroadcast function.

## 8.12. **Print Materials**

**8.12.1. Supply of Raw Materials;** The Supplier shall source all raw materials required for the production of the required print items; including but not limited to:

8.12.1.1. **Paper and Paper products;** The Supplier shall source all raw materials required for the printing and finishing process including, but not limited to, paper and board stocks in accordance with the Minimum Quality Standards set out in paragraph 10.1 (Minimum Quality Standards). The Supplier shall note that Buyer organisations may have specific paper requirements, which may include both virgin and recycled stocks, this shall be detailed during the Call-Off Procedure.

8.12.1.2. **Envelopes;** The Supplier shall supply a full range of envelopes and the facility to provide plain stocks and bespoke or overprinted envelopes in bulk quantities, together with stock holding and stock call-off facilities.

8.12.1.2..1. Envelopes shall meet the Government Buying Standards as set out in paragraph 10.1 (Minimum Quality Standards) in all UK standard sizes available including but not limited to:

- i) DL;
- ii) C3;
- iii) C4;
- iv) C5; and
- v) C6.

8.12.1.2..2. The Supplier shall supply envelopes including, but not limited to:

- i) manila;
- ii) white;
- iii) board backed;
- iv) tear resistant;
- v) gummed;
- vi) gusseted;
- vii) self-seal
- viii) jiffy style;
- ix) peel and stick;

- x) plain;
- xi) windowed;
- xii) wallet;
- xiii) packets;
- xiv) mailing and filling machine compatible envelopes; and
- xv) printed postage impression.

8.12.1.2..3. The Supplier shall be able to provide

- i) Single and full-colour two-sided over printing facilities.
- ii) Envelopes to bespoke specifications, including bespoke sizes and materials.
- iii) A range of self-seal envelopes with water/vegetable based adhesives.
- iv) A supply stock storage and management facilities

8.12.1.3. **Labels;** The Supplier shall provide a wide range of labels and label printing services, including bar-coded labels, as specified by Buyers during the Call-Off Procedure.

8.12.1.4. **Wallets and Folders;** The Supplier shall supply a range of standard and bespoke binders, wallets and folders in a range of materials including, but not limited to, paper, board, Polyvinyl Chloride (PVC) and plastics.

8.12.1.4..1. The Supplier shall:

- i) offer printing services including any separators to be inserted into the binders, wallets and folders on a range of substrates including paper, board and plastics.
- ii) source any printed items for insertion into final binders, wallets and folders including the collation of these into the binders, wallets and folders.
- iii) supply services for die cutting and finishing that includes, but is not limited to, creasing, gluing and heat sealing.

## 8.13. Election Print Services

8.13.1. The Supplier shall provide all services related to the provision of election printing, including the provision of poll cards, ballot papers, postal voting

packs, and associated services including pack assembling and mailing solutions. The Buyer shall define their requirements during the Call-Off Procedure.

## **8.14. Print Management Associated Services**

### **8.14.1. Scanning and Microfiche service**

8.14.1.1. The Supplier shall provide a scanning and archive service, including microfiche and be able to

8.14.1.2. Transfer low to high volume of paper records into digital format documents

8.14.1.3. If required by Buyers the digital format documents, once converted shall be accessible by the Buyer organisations via an electronic search database for instant retrieval

8.14.1.4. Scanned documents may need to be saved in both pdf and other contemporary formats, as specified by the Buyer

8.14.1.5. Supplier shall be able to record, catalogue or number documents as required by the Buyer.

8.14.1.6. The supplier shall ensure that they have the necessary tools and process and procedures to be able to accommodate the scanning and microfiche, from a variety of original documents formats for example:

- i) hand written notes
- ii) wallcharts,
- iii) A5 size documents
- iv) A4 size documents
- v) Mono and colour documentation
- vi) bound notebooks.

8.14.1.7. Bound documents may need to be dis-assembled to facilitate scanning, and subsequently re-bound or securely destroyed

### **8.14.2. Secure Shredding Service of Confidential Waste (High Security)**

8.14.2.1. The Supplier shall provide a confidential waste disposal service for Buyers, which may be required to be undertaken either at the Supplier or Buyer Sites.

8.14.2.2. The Supplier must operate to the EN 15713:2009 (E) process standard for both all document destruction regardless of where the Service is carried out, and this must be fully incorporated within ISO 9001:2008 approved quality management process

### **8.14.3. Media Duplication Service**

8.14.3.1. The Supplier shall provide a duplication/reproduction service including labelling from the following source media including, but not limited to,

- i) DVD
- ii) CDs
- iii) CD-ROMs
- iv) Audio Cassettes
- v) USB and Pen Drives

8.14.3.2. The Supplier shall provide standard packaging for duplicated /reproduced items such as sleeves and cases.

8.14.3.3. The Supplier shall provide bespoke packaging services for duplicated / reproduced items which if required shall be determined during the Buyers Call-Off Procedure.

## **9. All Lots General Requirements Mandatory Requirements**

### **9.1. Ordering of Goods**

9.1.1. The Supplier shall provide the ability for Buyers to place orders from Monday to Friday 08:30 to 17:30 excluding UK Bank Holidays.

9.1.2. The Supplier shall provide a variety of ordering routes for Buyers. Buyers shall specify the ordering route/s required during the Call-Off Procedure, and shall include the following as a minimum:

- i) Online/ portal ordering system/ online catalogue



- ii) Organisations purchase to pay systems
- iii) Email,
- iv) telephone

9.1.3. **Orders via an online catalogue;** the Supplier shall produce online catalogues for each Buyer organisation for key products identified at Call-Off to enable orders for their specified catalogue items to be facilitated

9.1.3.1. The Supplier shall work with Buyers to ensure the integration of Buyers ordering system where required, this shall be defined by Buyers during the Call-Off procedure and may include for example (but not limited to) Basware, and Zanzibar systems.

9.1.3.2. The online catalogue shall be provided via a user friendly and intuitive system, which is easy to navigate from initial log in to final completion of an order.

9.1.3.3. The online catalogue shall be accessed by Buyer organisations by the provision of a unique user ID and password to enable secure log on

9.1.3.4. Each Buyers organisation data and information shall be held securely to ensure that Buyers organisations data cannot be accessed by other Buyer organisations;

9.1.3.5. The online catalogue shall include the following:

- i) A photographic image, which is a true representation of the product;
- ii) A description of the product, including size and dimension;
- iii) The name of the manufacturer of the product;
- iv) The product code reference;
- v) The unit of measure ( i.e. each or pack)
- vi) The quantity in the pack (if applicable)
- vii) The price in £ GBP excluding VAT for each unit of measure
- viii) Allow the development of online templates unique to each Buyer where required,

9.1.3.6. The Supplier shall ensure that any changes to the Buyers on line catalogue are undertaken outside normal office working hours to minimise

the disruption to Buyers. The timing of changes shall be agreed with the Buyer

9.1.3.7. **Online / web-based** (Orders raised by Buyers) using the online ordering system shall have the capability to support a punch-out system and provide a “purchase to pay” functionality. Suppliers shall note that, where required, the online ordering system shall be capable of being integrated with the Buyers procurement and financial systems for example Oracle, SAP. Details of these systems shall be ascertained with respective Buyers during the Call-Off Procedure;

9.1.4. **Orders via telephone;** the Supplier shall provide a staffed number free of charge, which shall be a non-premium rate (0800) and/or a 01, 02, 03 prefix telephone number shall be offered

## 9.2. Complaints Handling

9.2.1. The Supplier shall provide a robust and auditable complaints procedure for logging, tracking, investigating, managing, escalating and resolving complaints initiated by the Buyers.

9.2.2. The complaints procedure shall comply with the following:

9.2.2.1. All Complaints shall be logged and acknowledged within twenty-four (24) hours of receipt (assuming a standard working week pattern);

9.2.2.2. All complaints shall be resolved within ten (10) working days of the original complaint being made, unless otherwise agreed with the Buyer;

9.2.2.3. The Supplier shall replace any returned or faulty Goods with items of the same price and quality within ten (10) working days from the date the complaint is made; and

9.2.2.4. All complaints shall be recorded, together with the actions and timescales taken to resolve the complaint.

9.2.2.5. The Supplier shall analyse and identify any patterns of complaints and bring these to the attention of CCS as part of the Framework Management review process and to enable prompt mitigation.

9.2.2.6. The Supplier shall provide an escalation route for any complaints that have not been resolved within the specified timescales.

9.2.2.7. The Supplier shall resolve complaints by for example

9.2.2.7..1. reprinting the job, at no additional cost to the Buyer;

9.2.2.7..2. offering a discount in order to satisfy the Buyer complaint

9.2.2.7..3. Ensure complaint resolutions are recorded as part of the complaints management process.

### **9.3. Delivery of Goods**

9.3.1. The Supplier shall ensure that a full UK national, (including Northern Ireland, Scotland and Wales) delivery service is provided to accommodate the wide range of Buyer organisations.

9.3.2. When required by a Buyers organisation; the Supplier shall provide an overseas delivery service from the UK. It is anticipated that this shall represent a minimal requirement as the majority of items are anticipated to be delivered within the UK

9.3.3. Buyers may have access to their own separate courier and/or postal contract and may opt to use this means of delivery.

9.3.4. In the event that Buyers wish to use their own delivery arrangements the Supplier shall be required to facilitate this request.

9.3.5. CCS therefore seeks a co-operative approach by the Supplier in considering opportunities for Buyers to utilise this option for delivery of Orders including their own Contracts or other CCS commercial agreements.

9.3.6. Buyers shall specify during the Call-Off Procedure if an overseas delivery service is required.

9.3.7. The Supplier shall ensure that the most cost efficient delivery route is utilised in such circumstances, including if appropriate utilising CCS or Buyers own commercial agreements.

9.3.8. Deliveries to Buyers premises shall be made between the hours of 08:00 to 17:00 Monday to Friday throughout the year (excluding UK public holidays). Deliveries will not normally be accepted on Saturdays, Sundays or UK public holidays unless previous notification is given and approved by the Buyer. If Buyers require deliveries to be made outside the times specified, this shall be agreed with the Supplier as part of the Call-Off Procedure

9.3.9. All deliveries must be in sound condition, securely packaged and display the full address of the recipient of the order.

9.3.10. Buyers shall advise the Supplier if any print is of a sensitive nature and requires additional security measures or controls to be undertaken. The Supplier shall ensure appropriate secure controls are established for the secure transportation and delivery of such Goods when required.

9.3.11. The Supplier shall be aware that Buyer organisation delivery points may differ in size and accessibility; the Supplier shall accommodate individual delivery point handling requirements special requirements relating to acceptance and delivery of orders will be advised by the Buyer during the Call-Off Procedure.

9.3.12. The Supplier shall provide and remove all pallets, containers and cages as required.

#### **9.4. Return of Goods**

9.4.1. If the Supplier fails to supply the correctly ordered Goods, or the quantity required, the Supplier is required to deliver to the Buyer the correct Goods within a timescale agreed by the Buyer.

9.4.2. The Supplier should note that the Buyer may have no facility to return Goods. If a Supplier incorrectly fulfils an order by sending faulty, non-conforming, and incorrect or the wrong quantity of Goods, then the Buyer shall not be required to pay for those Goods. The Buyer will advise the Supplier of any incorrect Goods within an agreed timescale and, if they wish to retrieve such Goods, the Supplier shall do so at their own expense and at a time suitable to the Buyer.

#### **9.5. Payment**

9.5.1. The Supplier shall be responsible for the management of all payments relating to this Framework Contract. This shall include:

9.5.1.1. Paying CCS levy (Management fee) within 30 days.

9.5.1.2. The Supplier shall establish a prompt payment process to ensure that all Subcontractors throughout their supply chain are paid in a timely and efficient manner. All undisputed invoices to be paid within a maximum of 30 days.

9.5.2. The method of payment for Goods placed may differ depending on the payment options available to each Buyer.

9.5.3. The Supplier shall provide a range of payment and invoicing processes for Buyers. The Buyer shall specify their payment process as part of their Call-Off Procedure, and the Supplier shall be flexible to accommodate each Buyers requirement in respect of payment, such as:

9.5.3.1. Purchasing / payment cards payment (this shall include all types of card payment required by the Buyer organisation)

9.5.3.2. Order / Invoice payment.

## **9.6. Management of the Supply Chain**

9.6.1. The Supplier shall effectively manage their supply chains which are relevant to the fulfilment and delivery of this Framework Contract and ensure that all obligations and responsibilities contained in the Framework Contract are flowed down appropriately to their Key Subcontractors and subcontractors.

9.6.2. The Supplier shall ensure that the Key Subcontractors list is maintained accordingly throughout the lifetime of the Framework Contract

9.6.3. The Supplier shall list all such Key Subcontractors in section 20 of the Framework Award Form and in the Key Subcontractor Section in Order Form

9.6.4. If Key Subcontractors are changed during the lifetime of the Framework Contract the Supplier shall notify CCS via the variation procedure

9.6.5. When managing their supply chain the Supplier shall ensure

9.6.5.1. They exercise due skill and care in the selection of any Key Sub-Contractor.

9.6.5.2. That relationships are formalised as appropriate with Key Sub-Contractors and manage any Key Sub-Contractors, in accordance with Good Industry Practice

9.6.5.3. That their key supply chain dependencies are continuously monitored to avoid breaks in continuity of supply.

9.6.5.4. That all Key Sub-Contractors appointed have the technical and professional resource and experience to unreservedly deliver in full all the requirements

9.6.5.5. They adopt a robust risk management approach to ensure that early risk identification measures and mitigations are in place to identify supply chain risks during both the implementation of Call-Off Contracts and throughout the Call-Off Contract Period.

9.6.5.6. They establish effective mitigating strategies to safeguard service level provision in accordance with the Buyers requirements.

9.6.5.7. Risks on sensitive projects with time sensitive milestones which are outlined in a Buyers plan at Call-Off Contract stage are minimised.

9.6.5.8. They proactively seek quality and operational efficiencies within the supply chain.

9.6.5.9. They effectively manage the performance of all subcontractors to ensure the required standards are met, including the following as a minimum:-

9.6.5.9..1. On time delivery of Goods.

9.6.5.9..2. Quality of Goods provided to the standard required by the Buyer.

9.6.6. The Supplier shall have processes in place to manage fluctuations in demand, ensuring that key supply chain dependencies are continuously

monitored to ensure continuity of supply throughout the duration of the Framework Contract.

9.6.7. The Supplier shall proactively support the government's SME agenda and positively encourage and support SME's to become part of the supply chain. The Supplier shall:

9.6.7.1. Provide support to SME's where necessary to ensure the required standards for quality and delivery are fully met.

## **9.7. Management of Local Supply Chains**

9.7.1. Buyer organisations may have the requirement for the Supplier to manage local supply chains when providing a print management service, Buyers shall detail this requirement as part of the Call-Off Procedure

9.7.2. Where local supply chains are used, the Supplier shall also provide the Buyer with the costs for the same Deliverable as if it was to be printed through an alternative source to drive cost savings.

9.7.3. The Supplier shall:

9.7.3.1. Remain primarily liable for performance of the Contract;

9.7.3.2. Ensure that its Key Sub-Contractors sign up to terms no less stringent than those set out in the Framework Contract which are relevant to the performance of the Key Sub-Contractors in question;

## **9.8. Ethical Sourcing**

9.8.1. The Supplier shall ensure that, where the manufacture or supply of the Goods is from outside of the United Kingdom (UK), the product suppliers operations shall be carried out in accordance with the health and safety legislation/regulations in that country.

9.8.2. Suppliers shall ensure that where they manufacture or supply Goods and Services, within the UK, or used in the UK that the product suppliers operations shall be carried out in a way that complies in accordance with the health and safety legislation regulations of the UK, and the minimum ethical sourcing standards, in order to support CG's adoption and ratification of the

International Labour Organisation (ILO) “Declaration on Fundamental Principles and Rights at Work” and its eight “Key Conventions”. The numbered conventions and their aims are:

- i) Freedom of Association and Collective Bargaining (C87, C98)
- ii) Equal Remuneration and Discrimination (C100, C111)
- iii) Forced Labour (C29, C105)
- iv) Child Labour (C182, C138)

9.8.3. The Relevant Authority reserves the right to request any information from the Supplier relating to ethical sourcing as it may require, to satisfy itself that it has a transparent view of the whole supply chain and full assurance within this area at any time throughout the duration of the Framework Contract.

## **9.9. Promotion of the Framework Contract**

9.9.1. The Supplier shall engage effectively with CCS and Buyer organisations to positively promote the Framework Contract to increase spend.

9.9.2. The Supplier shall be required to:

9.9.2.1. develop and manage a robust marketing strategy to promote the Framework Contract

9.9.2.2. regularly review the marketing strategy to ensure continued effectiveness;

9.9.2.3. make public sector organisations aware of the Framework Contract and the value that can be achieved for Buyer organisations

9.9.2.4. Marketing activities shall include:

- i) regular promotion of the Framework Contract via paper and electronic means;
- ii) provision of promotional material such as newsletters, posters, and leaflets at no additional cost to the Authority;
- iii) attendance at Public sector events; and
- iv) attendance at Buyer organisation locations.



## 9.10. **Call-Off Contract Management**

- 9.10.1. Each Call off Contract shall be managed by the Buyer and the form and frequency of meetings and information will be defined as part of the Call-Off Procedure Refer to **Call-Off Schedule 15 (Call-Off Contract Management)**
- 9.10.2. Where the service or performance by the Supplier falls below the level required , the Suppliers account manager shall ensure that appropriate extra resources and measures are undertaken promptly at no extra cost to the Buyer
- 9.10.3. The Supplier shall support Buyer organisations to where appropriate in the development of standardisation, rationalisation and aggregation of print requirements to drive cost reductions and deliver process efficiencies
- 9.10.4. The Supplier shall provide management information relating to the spend of each Buyer organisation, to enable them to make informed decisions regarding their spend on print management services
  - 9.10.4.1. Buyers shall define the management information required as part of the Call-Off Procedure, the Supplier shall note that this may be required in some instances to be supplied via a digital solution

## 10. **All Lots Quality and Standards Mandatory Requirements**

### 10.1. **Minimum Quality Standards**

- 10.1.1. The Supplier shall ensure that all Deliverables supplied shall be fit for purpose and of a quality acceptable to the relevant Authority. If at any time during the Framework Contract the quality of supply for any of the Deliverables are found not to be to the appropriate standard, the Supplier shall provide a substitute item or service acceptable to the Relevant Authority at no additional cost.
- 10.1.2. Any Minimum Standard Requirements unless otherwise stated by the Buyer shall include (but not be limited to) the following:
- 10.1.3. paper and envelope products supplied under this Framework Contract shall meet the mandatory minimum standards set out in the Government Buying Standards in the following link:

<http://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-paper-and-paper-products>

10.1.4. paper and all paper products comply with:-

<https://www.gov.uk/guidance/timber-procurement-policy-tpp-prove-legality-and-sustainability>

10.1.5. any virgin pulp used in manufacture comes from sustainably managed woodlands and that both the virgin pulp and the recycling process is chlorine free.

10.1.6. all Inks used in printing shall be free from volatile organic compounds (VOCs) and toxic materials where available;

10.1.7. all timber and wood-derived Goods for supply or use under this Framework Contract shall comply with the UK government Timber Procurement Policy (TPP) which requires only timber and wood-derived products originating from an independently verifiable legal and sustainable source are to be provided in association with this opportunity and appropriate documentation shall be required to prove it via the standards set out in the following link; and any successor standards which may supersede TPP during the life time of this Framework Contract.

<https://www.gov.uk/guidance/timber-procurement-policy-tpp-prove-legality-and-sustainability>

10.1.8. the packaging and disposal of packaging of all products supplied under this Framework Contract is in accordance with the latest Government packaging standards which can be found at the following link:

<https://www.gov.uk/government/publications/packaging-essential-requirements-regulations-guidance-notes>

10.1.9. the amount of packaging used is minimum required for safe delivery of the Goods and also prove how they are doing this by stating upon request what each piece of packaging is needed for and whether it comes from recycled / sustainable sources.

- 10.1.10. Where Suppliers are procuring energy using products covered by Article 6 of the Energy Efficiency Directive (2012/27/EU) (EED) to deliver a contract (either wholly or partially) products must be the most energy efficient as set out in part Annex D of the EDD:

<https://ec.europa.eu/energy/en/topics/energy-efficiency/energy-efficiency-directive>

## 10.2. **Service Assurance**

- 10.2.1. The Supplier shall ensure that their security capabilities meet the Buyer's Security Policy and any specific requirements prior to provision of the Deliverables.

- 10.2.2. The Supplier shall comply with the Cabinet Office Security Policy Framework (SPF) throughout the lifetime of each Contract, as may be amended from time to time.

Full details of the Cabinet Office SPF can be viewed via the link below:

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

- 10.2.3. Suppliers are therefore required to demonstrate that their solutions meet the required levels of personal, procedural, policy, data and technical security as detailed in this Framework Contract and by Buyers in their Call-Off Contracts. The standards in ISO 27001:2013 are applied as the benchmark as are the Cyber Essentials Scheme.

- 10.2.4. As required the Relevant Authority will work with the Supplier to ensure the proportionality of the contract and establish the:

- i) Security Plan;
- ii) Assurance Plan; and
- iii) Roles and Responsibilities of the various stakeholders within the organisation.

## 10.3. **Supplier Personnel – Baseline Personnel Security Standards**

- 10.3.1. The Supplier shall;

10.3.1.1. ensure that Supplier Staff comply with the **Baseline Personnel Security Standards (BPSS) clearance**, as set out in the following link

<https://www.gov.uk/government/publications/government-baseline-personnel-security-standard>

10.3.1.2. have in place security clearance which meets the differing requirements of each of the Buyers' organisation, and shall ensure full compliance with the standards set out in the following link:

<https://www.gov.uk/government/publications/hmg-personnel-security-controls> ;

10.3.1.3. present evidence to enable the Buyer to assure the service compliance against the personnel and physical security requirements defined in the Framework Contract Terms and Conditions; clause 14 (Data)

10.3.1.4. Where a Supplier delivers all or part of the Deliverables from a Buyers premises they will also need to comply with the specific Buyers personnel and physical security requirements; which shall be defined by the Buyer as part of the Call-Off Procedure (**refer to Call-Off Schedule 9 ( Security)**)

10.3.1.5. In addition, where an employee of the Supplier is undertaking a security critical function it may be appropriate to have Security Check (SC) clearance. The requirement for this more robust screening shall be agreed with the Buyers security representative during the Call-Off Procedure

10.3.1.6. Maintain appropriate staff records for all Supplier Staff who are involved in activities related to delivery of the products within the scope of this this Framework Contract, and shall make this data available to Buyer organisations upon request

10.3.1.7. All employees and key representatives of the Supplier working on the Framework Contract and/or Call-Off Contracts must comply with the Buyer's security clearance requirements.

10.3.1.8. The Supplier shall ensure that Supplier Staff provide evidence of their Right to Work in the United Kingdom in line with the Immigration, Asylum and Nationality Act (2006) and the Supplier shall maintain a copy of such evidence.

The cost of obtaining any such evidence shall be the responsibility of the Supplier

**10.4. Data Security, Classifications and Standards.**

10.4.1. The Supplier and their Sub-Contractor(s) shall manage all documents and data in accordance with the government security classification to the minimum level of, "OFFICIAL TIER" Government documents. Refer to the link below for information on government security classifications

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

10.4.2. The supplier and their Key-Subcontractors shall be compliant with ISO 27001 with respect to all of the Services they offer to Buyers

10.4.3. The Supplier shall ensure that the Buyers information and data (electronic and physical) shall be collected, held and maintained in a secure and confidential manner and in accordance with the Terms of the Framework Contract.

10.4.4. The Supplier shall take all measures reasonably necessary to ensure that all personnel involved in the performance of the Framework Contract are aware of all ongoing data security and confidentiality requirements.

10.4.5. The Supplier shall ensure that any suspected or actual security breaches are reported to the Buyer's representative immediately and depending on the impact of the breach, shall also be reported to CCS

10.4.6. The Supplier shall not deliver all or any part of the Goods and/ or Services 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 Relevant Authority.

10.4.7. Off-shoring; the Supplier shall provide the Relevant Authority with a statement of the physical location where data will be stored, processed and managed.

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

## 10.5. **Health and Safety**

10.5.1. The Supplier shall meet all of the relevant health and safety legislation in discharging their duties under this Framework Contract including, but not limited to, size of parcels, making deliveries, keeping records, controlling hazardous substances, conducting risk assessments, checking procedures and test certificates.

## 10.6. **Quality Assurance**

10.6.1. The Supplier shall comply with the relevant standards or the successors of these standards for the scope of the Deliverables offered throughout the lifetime of the Framework Contract and any Buyers Call-Off Contract.

### 10.6.1.1. **Service Management Standards**

10.6.1.1..1. The Supplier shall ensure that they are compliant with and operate to the ISO 9001 Quality Management standards or equivalent; or the successors of this standards or the current European Foundation for Quality Management (EFQM) Excellence Model criteria or equivalent. BS EN ISO 9001 "Quality Management System" standard or equivalent.

10.6.1.1..2. The Supplier shall be required to provide evidence of their current ISO 9001 certification or equivalent to CCS throughout the lifetime of the Framework Contract.

10.6.1.1..3. Business Continuity Management and, ISO/IEC 27031:2011, ISO 22301 and ISO/IEC 24762:2008 in the provision ITSC/DR plans or equivalent.

### 10.6.1.2. **Environmental Standards**

10.6.1.2..1. An Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent. BS EN ISO 14001 Environmental Management System standard or equivalent.

### 10.6.1.3. **Information Security Management**

- 10.6.1.3..1. A UKAS certified Information Security Management System supported by the International Organisation for Standardisation ISO 27001 Security Management standard, or equivalent. ISO 27001 Information Security Management standard or equivalent.

**10.6.1.4. Cyber Standards**

- 10.6.1.4..1. The Supplier and their Key Subcontractors shall fully meet the requirements of the Cyber Essentials Plus Scheme, introduced in June 2014 which defines a set of controls which provides organisations with basic protection from the most prevalent forms of threat coming from the internet. You can view the details of the Cyber Essentials Plus Scheme at:-

<https://www.gov.uk/government/publications/cyber-essentials-scheme-overview>

- 10.6.1.4..2. No Key Sub-Contractor shall be used until they have demonstrated that they meet the Cyber Essentials Plus requirements.

- 10.6.1.4..3. The Supplier and Key Sub-Contractors are required to renew their evidence of Cyber Essentials Plus compliance annually, as a minimum.

## **11. All Lots Social, Environmental and Sustainability Mandatory Requirements**

- 11.1. Social Value legislation and guidance places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity, and, in Scotland, to deliver them. These benefits are over and above the core deliverables of contracts. More information on social value can be found at:

<https://www.gov.uk/government/publications/social-value-act-introductory-guide>

[The Social Value Act](#) the [Procurement Reform Scotland Act](#) and [Welsh Community Benefits guidance](#)

- 11.2. The Supplier shall be responsible for ensuring that social value priorities are cascaded throughout the supply chain; CCS have identified the following social value priorities for this procurement:-

**11.2.1. Safe and Secure Supply Chains;** Addressing Modern Slavery and exploitation in our Supply Chain.

11.2.1.1. The Supplier shall be aware that following a high level review of the Print Category, CCS have identified risk areas within the print category as the employment of casual labour and the provision of promotional items.

11.2.1.2. The Supplier shall be required to undertake their own risk assessment of their supply chain to both identify and manage risks accordingly.

11.2.1.3. It is the role of CCS and Buyer(s) to ensure the Suppliers with whom we do business understand the risks of modern slavery in supply chains, and take appropriate action to identify and address those risks, with particular focus on supporting victims of modern slavery.

11.2.1.4. The Supplier shall ensure that they undertake a risk assessment in their supply chain for modern slavery, a clear vendor assessment shall be undertaken to identify and manage this risk.

11.2.1.5. The Supplier shall provide a Transparency in Supply Chains (TISC) Statement.

11.2.1.6. The Supplier shall prepare and deliver to CCS an annual slavery and human trafficking report setting out the steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business.

**11.2.2. Delivering a diverse Supply Chain;** CCS and Buyer(s) want to ensure a diverse base of Suppliers and resilient supply chains. We require the Supplier to support this need and to deliver this through activities such as:-

11.2.2.1. Enabling Accessibility through promotion of supply chain opportunities with SMEs & Social Enterprises.

11.2.2.2. We expect our Suppliers to support and build supply chain diversity through:



11.2.2.2..1. Supply chain processes that enable the participation of Micro, Small to Medium Sized Enterprises (SMEs) and Social Enterprises (SEs).

11.2.2.2..2. Subcontracting opportunities are open to Small to Medium Sized Enterprises (SMEs) and Social Enterprises (SEs), including the advertisement of all subcontracting opportunities over £10,000 on Contracts Finder.

11.2.2.2..3. Support the employment of minority groups.

11.2.2.3. Such measures can be supported by the Supplier having for example:-

- i) an equality and diversity policy
- ii) signing up to the Disability Confident employer scheme
- iii) **Supporting the rehabilitation of offenders;** In order to support the rehabilitation of offenders and reduce the likelihood of reoffending, the UK Central Government wishes to see more prisoners working, and working longer hours, where work can be recognised as productive and is delivered in an 'employment like' atmosphere. Working gives prisoners the opportunity to learn new skills and prepare for employment on release.

Suppliers are encouraged to promote the use of supported and social enterprise within the supply chain and consider whether they can subcontract any element of their service provision under this Framework Contract, As an example, utilisation of HM Prison Industries Print Workshops to encourage rehabilitation of offenders.

- iv) Support the employment of apprentices.

11.2.3. **Paying the supply chain promptly;** the supplier shall take into account that the success of this Framework Contract relies on the payment of Suppliers within the supply chain on time.

11.2.3.1. The Supplier shall establish appropriate process to facilitate prompt payment throughout their supply chain adopting measures such as:-

- i) Signing up to the prompt payment code
- ii) Adopting business practices such as:-
- iii) Providing clear guidance to Suppliers on the payment process.
- iv) Provide clear and prompt notification why invoices are in dispute.
- v) Establish processes to monitor late payments.
- vi) Provide a clear escalation process for Suppliers for late payment

11.3. **Environmental sustainability**, the UK Government is committed to environmental improvement through integrating environmental protection and sustainable development into its decision making processes, in respect of both the execution of its core functions and responsibilities and the management of day-to-day operations.

11.4. The government has set out in the 25 Year Environment Plan what it intends to do to improve the environment within a generation, this is available to view at

<https://www.gov.uk/government/publications/25-year-environment-plan>

11.5. CCS and Buyers require the Supplier to consider the relevance of sustainability at all stages of the lifecycle in the provision of the Deliverables under this Framework Contract. This shall include not only the consideration of commercial needs and minimisation of negative impacts but also the maximisation of positive impacts on society and the environment. The Supplier shall seek to mitigate the sustainability impacts in all lifecycle stages, such as the reduction of waste (paper and equipment).

11.6. The Supplier shall work with the CCS to identify opportunities to introduce innovation, reduce cost and waste and ensure sustainable development is at the heart of their operations. This shall include, but is not limited to, product rationalisation and standardisation, and leveraging opportunities within the Supplier's supply chain. The Supplier shall work with the Authority during the Framework Contract period in meeting this strategy.

- 11.7. The Supplier shall work with CCS and Buyers throughout the duration of the Framework Contract to reduce the use of single use plastics throughout the whole Supply Chain.

## 12. All Lots Exit and Transition Mandatory Requirements

- 12.1. Six months prior to the expiry of the Framework Contract, the Supplier shall provide the CCS with an exit plan.
- 12.2. The exit plan shall include, but not be limited to, the following information:
- 12.2.1. Named Supplier personnel who will work with CCS to develop and implement the agreed exit strategy
  - 12.2.2. Call-off Contracts scope and expiry dates
  - 12.2.3. Payment methods used by Buyers
  - 12.2.4. A mutually agreed communications plan
  - 12.2.5. An agreed strategy around live orders and Call-Off Contracts, including, but not limited to, supporting live orders after expiry or termination date of the Framework Contract, refunds, changes and exchanges.
  - 12.2.6. Any other information that is specific to a Buyer in connection with the provision of the Deliverables.
  - 12.2.7. a risk management plan
- 12.3. The Supplier shall ensure that they continue to provide the required reports and MI as stated within **Framework Schedule 5 :( Management Charges and Information)** of this Framework Contract from the date of expiry of this Framework Contract until all Buyers have been transitioned onto a new agreement.
- 12.4. At the end of the Framework Contract period, the Supplier shall ensure that all current and historic data and all profiles are securely cleansed, in a manner achieving the security outcomes described in **Joint Schedule 11 (Processing Data)** and transferred by the Supplier to any new Supplier.

- 12.5. The Supplier shall provide reasonable assistance to CCS and any Replacement Supplier(s) in order to assist CCS or Replacement Supplier in achieving the successful transition of Call-Off Contracts to the Replacement Supplier(s) without undue delay or obstruction.

## **13. Annex A: Command and House Papers Service Requirements**

Detailed requirements for the production and distribution of Command and House Papers.