

Government Procurement Service – Seasonal Courier Services Framework Agreement - RM1008

Parcelforce Worldwide	Selection Criteria - FORM C - Grounds for discretionary rejection	(e) been guilty of serious misrepresentation in providing any information required of you under Regulation 23 of the Public Contracts Regulations 2006?	No
Parcelforce Worldwide	Selection Criteria - FORM C - Grounds for discretionary rejection	BUYER TO SEE ONLY [Note to Authority: Please insert any specific criminal offences or misconduct which may be appropriate to draw Potential Providers attention to having regard to the specific sector or circumstances of this procurement. (i.e. any offences or misconduct particularly relevant to or prevalent in the sector)]	
Parcelforce Worldwide	Selection Criteria - FORM D - Economic and Financial Standing Regulation 24	<p>Please select one of the items listed below, which best demonstrates that you have the financial means to support any Framework Agreement/Contract resulting from this competitive procurement exercise. Where readily available please provide the information as an attachment to this question.</p> <p>(please indicate by dragging the appropriate statement(s) into the selection box).</p>	A copy of your audited accounts for the most recent two years.
Parcelforce Worldwide	Selection Criteria - FORM D - Economic and Financial Standing Regulation 24	Employer's liability insurance is a legal requirement (except for business employing only the owner/close family members) and this should be at least £5 million. Please confirm that you have this in place.	Yes

Parcelforce Worldwide	Selection Criteria - FORM D - Economic and Financial Standing Regulation 24	Public liability insurance is a legal requirement and this should be at least £2 million. Please confirm that you have this in place.	Yes
Parcelforce Worldwide	Selection Criteria - FORM D - Economic and Financial Standing Regulation 24	If you do not currently hold Employer Liability Insurance and/or Public Liability Insurance, please confirm that if you are awarded a call off contract, you will acquire and account in Insurance Premiums.	N/A
Parcelforce Worldwide	Selection Criteria - FORM E - Technical and Professional Ability Regulation 25	<p>Contract 1</p> <p>4.1 Customer Organisation Name;</p> <p>4.2 Customer contact name, phone number and email;</p> <p>4.3 Contract/Order/Assignment/Start date, Contract/Order/Assignment completion date;</p> <p>Contract/Order/Assignment Value;</p> <p>4.4 Brief description of contract including evidence as to your technical capability in this market.</p>	<p>Customer Organisation Name: Screwfix Direct</p> <p>Customer contact name, phone number and email: Tara Kerr, Head of Customer Operations</p> <p>Parcelforce Worldwide handle over 2 million items on behalf of Screwfix Direct servicing the final mile delivery to their direct customers. Parcelforce Worldwide secured sole carrier status by providing a robust handling and costing solution for Screwfix Directs wide product range giving their customers the capability to order up till 7pm for next day delivery.</p> <p>Implemented a robust timed delivery solution to service over 250 Screwfix trade counters 6 days a week to support Screwfix Direct click and collect operation.</p>

Parcelforce Worldwide	Selection Criteria - FORM E - Technical and Professional Ability Regulation 25	<p>Contract 2;</p> <p>4.1 Customer Organisation Name;</p> <p>4.2 Customer contact name, phone number and email;</p> <p>4.3 Contract/Order/Assignment/Start date;</p> <p>Contract/Order/Assignment/Completion date; Contract/Order/Assignment Value;</p> <p>4.4 Brief description of contract including evidence as to your technical capability in this market.</p>	<p>Customer Organisation Name: Camelot Group plc</p> <p>Customer contact name, phone number and email; Robert French, General Manager Distribution Centre (Tel: 07968 939128 email: robert.french@camelotgroup.co.uk)</p> <p>Parcelforce Worldwide distribute scratchcards and consumables to all 28,500 Camelot Retailers accounting for 1.3m parcels p.a.</p> <p>The scratchcards have to be in-store on specific days for new launches, so a high level of service is required, and any failures identified.</p> <p>When a scratchcard game has finished, Camelot require the bulk collection of un-used cards from all Retailers.</p>
Parcelforce Worldwide	Selection Criteria - FORM E - Technical and Professional Ability Regulation 25	<p>Contract 3;</p> <p>4.1 Customer Organisation Name;</p> <p>4.2 Customer contact name, phone number and email;</p> <p>4.3 Contract/Order/Assignment/Start date;</p> <p>Contract/Order/Assignment/Completion date; Contract/Order/Assignment Value;</p> <p>4.4 Brief description of contract including evidence as to your technical capability in this market.</p>	<p>Parcelforce Worldwide successfully provides services to the Ministry of Defence under the Defence Supply Chain Operations and Movements (DSCOM) Parcel Freight Contract for the movement of Consignments within the UK, including NI and the Channel Isles.</p> <p>The official MoD sponsor is: Defence Equipment & Support (DE&S).</p> <p>Parcelforce Worldwide also has arrangements in place for the delivery to the MoD of all parcels addressed to British Force Post Offices (BFPO) as well as all parcels sent from a BFPO to an address in the British Postal Area.</p> <p>As part of both agreements, Parcelforce Worldwide must comply in full with the following security instructions:</p> <ul style="list-style-type: none"> • When arriving on site, your staff must report to the Gate Guardroom and comply with the following rules: • Where your staff need to access our premises (or any part of them) to hand over items, you must make sure that your staff carry suitable identification with them which they must produce to our staff upon request.

			<ul style="list-style-type: none"> • We will give you or your staff such access to our premises as you need to hand over items in line with this Agreement. • We may refuse your staff admission to our premises, or require your staff to leave our premises, at any time and for any reason. • While your staff are on our premises, you must ensure that they conform to our Codes and Regulations, adopt proper standards of behaviour, and co-operate with our staff having security responsibilities. • Your staff must comply with our specific instructions for access to BFPO Northolt which are contained within our Operational Instructions. <p>In performing our obligations under or pursuant to the agreements we ensure that we obtain and maintain at our own expense, all necessary permits, licences, authorisations and any other permissions (whether statutory or otherwise) required to carry out the activities required.</p> <p>Parcelforce Worldwide handles all parcel consignment movements for the MoD using our express services. In addition there may be requests to move dangerous goods and medical supplies. Parcelforce Worldwide effects and maintains the insurance necessary to cover jointly the MoD ourselves and any sub-contractors for the risks with regard to fire damage, injury to persons and loss or damage to property.</p>
Parcelforce Worldwide	Selection Criteria - FORM E - Technical and Professional Ability Regulation 25	If you cannot provide at least one example, please briefly explain why (100 words max)	N/A
Parcelforce Worldwide	Selection Criteria - FORM E - Technical and Professional Ability Regulation 25	5.1 How many staff does your organisation (including consortia members or named sub-contractors where appropriate) employ relevant to the carrying out of services and/or delivery of goods similar to those required under this contract	Parcelforce Worldwide employs over 4,400 people any of whom may be engaged in delivering this contract
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	1.1 Please confirm that you have read and understood the contents of the Tendering Instructions attached to this event.	Yes

Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	1.2 Please confirm that you understand that you must inform the Authority immediately of any changes to the contact details as stated in Section 2 of the tendering instructions.	Yes
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	1.3 Please confirm that you are able to accept and process purchase orders forwarded to you electronically VIA THE DFE RM SYSTEM - DETAILS REQUIRED	Yes
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	1.4 Please confirm that you will accept payment by Bankers Automated Clearing Service (BACS), for any goods/services that may be rendered as a result of any contract awarded.	Yes
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	1.5 For the provision of the services and/or goods as described, please confirm that you accept and agree to abide by the terms and conditions as stated in the Draft GPS Framework Agreement and the Draft Call Off Contracts, attached to this particular event. Please confirm that you would be willing to sign the Draft Framework Agreement & Call Off Contracts in their current format should you be successful	Yes
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	1.6 Please confirm that this is a bona fide tender, intended to be competitive and that you have not fixed or adjusted the amount of the tender or the rates and prices quoted by or under or in accordance with any agreement or arrangement with any person.	Yes

Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	1.7 in connection with this tender, please confirm that you have not canvassed any employee or members of the board of the Government Procurement Service, HM Revenue and Customs, Other Government Organisations.	Yes
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	1.8 Please confirm that no person employed by you, or acting on your behalf, will undertake any such canvassing type action.	Yes
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	2.1 Please provide a brief overview of your organisation or an organisational chart which best demonstrates your ability to provide the goods and/or services required making reference to the critical personnel, site locations and facilities that will be utilised. (An organisational chart may be added as an attachment in response to this question).	<p>One of Parcelforce Worldwide's strongest attributes in recent years has been the level of support provided to major clients and your organisation would have access to Parcelforce Worldwide's highly motivated Corporate Client team with a strong track record of success in managing the implementation and transfer of major accounts. The team will consist initially of the following key staff from Parcelforce Worldwide.</p> <p>I.T Consultant: Simon Bacon has an extensive understanding of our operation and I.T systems with several years experience of managing and support major contracts.</p> <p>Head of Contracts: Eddie Kane presently runs the operational support team and manages all new major contracts to ensure the smooth transition between collections, processing and the delivery of client's goods with the added benefit of good communication links with our operational teams.</p> <p>Key Account Manager: To ensure continuity of support, Mark Burdett will fulfil this role and presently manages the relationship bringing a wealth of experience in the successful management of major complex contracts.</p> <p>Contract Manager: Indy Sahota will be responsible for the ongoing day to day operational support of the account. Your Contract Manager will be available for any ad-hoc meeting requests or as part of our monthly review programme. In addition, your Contract Manager will provide Management Information in the agreed format and will act as liaison between our</p>

			<p>organisations.</p> <p>Platinum Helpdesk: Integral to our support strategy for major clients is our Platinum Helpdesk; reserved for our key accounts. A named individual with direct contact details will be provided to manage any enquiries and coordinate response on your behalf. In addition, your Platinum representative will produce management reporting to be sent at agreed periods and manage any exceptions by direct contact with our depot network utilising operational scans.</p> <p>Board Sponsorship: Finally the board headed by Gary Simpson (Managing Director) will support the account with Peter Fuller (Operations Director) and Helen Wylde (Sales & Marketing Director) involved in all aspects of the contract.</p>
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	2.2 In the last three (3) years, has your organisation or, if appropriate, any of its named consortium members or subcontractors: (a) had a contract terminated early under the terms of the contract; (b) received claims for damages or had damages deducted or recovered in connection with contracts held? Please select 'Yes' or 'No'. If 'Yes', provide details.	No
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	2.3 To the best of your knowledge, have any consortium members or any subcontractors that you propose to use on the contract (or their "directors or any other person who has powers or representation, decision or control") been convicted of any of the offences detailed in Regulation 23? Select "Yes" or "No".	No
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	If "Yes", please provide full details.	N/A

Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	2.4 As per Form C, to the best of your knowledge, do any of the discretionary grounds for exclusion apply to any consortium members or subcontractors that you propose to use in the performance of the contract.	No
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	If 'Yes', please provide full details.	N/A
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	2.5 Have you, any consortium member or any subcontractor that you propose to use on the contract been found guilty of grave professional misconduct.	No
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	If 'Yes', please provide full details.	N/A
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	2.6 In the last 3 years were there any court actions and/or regulatory and/or industrial tribunal hearing pending against you or against any consortium member or any subcontractor that you propose to use in the performance of the contract.	No
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	If 'Yes', please provide full details.	N/A
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	3.1 Where minimum Economic and Financial Capacity requirements are stated in the contract notice, please confirm that you are able to comply with the requirements by providing details of what your current Economic and Financial Capacity levels are.	Please see Royal Mail Group report and accounts for the last two financial years (attached under Form D)

Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	3.2 Where the applicant is a subsidiary of a group, the financial information requested in questionnaire 'Form D' should also be provided for the ultimate parent company. Please provide details and the method of submission i.e. attachment, hardcopy. Alternatively, if the question is not applicable, please say so.	Full report and accounts submitted for Royal Mail Holdings plc under Form D.
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	3.3 Where a consortium bid is proposed, financial information requested in questionnaire 'Form D' should be provided for each of the consortium members. Please provide details and the method of submission. Alternatively, if the question is not applicable please say so.	Not Applicable
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	4.1 Where minimum Technical Capacity requirements are stated in the contract notice, please confirm that you are able to comply with the requirements by providing details of what your current Technical Capacity levels are.	All Technical Capacity requirements are stated in the contract notice can be exceeded (please see answers to the questions below) and as demonstrated in our completion of the contract over the previous three years.
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	4.2 Please provide details of any quality management or quality assurance systems that are used, or are planned to be used, within your organisation that relate to the provision of goods and/or services detailed in the tender. If a consortium or subcontracting approach is proposed, please provide the same information in respect of each named consortium member or subcontractor.	Parcelforce Worldwide holds BS EN ISO 9001:2008 which covers the provision of an express parcel service - Incorporating track and trace capability. The QMS has been designed to provide: customer service, people development, continuous improvement, process development and achieving business objectives supported by the quality system. Parcelforce Worldwide is also accredited to ISO 14001:2004 The environmental system of Parcelforce Worldwide covers the Provision of an Express Parcel Service

Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	4.3 Please provide details of any Trade Bodies or Professional Associations to which your organisation and/or consortium and/or sub-contractor(s) is registered with. If you are not a member of any trade bodies or professional association please state 'Not Applicable.'	Parcelforce Worldwide is a member of the following professional and trade organisations Freight Transport Association National Approval Council for Security Systems British Security Industry Association British Institute for Facilities Management The Buildings Services Research & Information Association KRONE - Belden Associate Installer Official Supplier & Service Centre Confederation of British Industry Campaign for Learning The Whitehall & Industry Group Institute for Employment Studies Council for Industry & Higher Education National Institute of Economic & Social Research The Work Foundation Institute of Customer Service The Institute of Management Operations Involvement & Participation Association The Conference Board Industry Forum Enterprise Forum
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	5.1 Within the last three years has your organisation (or to the best of your knowledge any named consortium member of sub-contractor) been subject to any prosecution, infringement notices or other actions by the Health and Safety Executive in respect of breach or suspected breach by the company or health and safety legislation?	No
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	If 'Yes' please can you provide full details of the notice or action and provide any remedial steps taken.	N/A
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	6.1 Within the last three years, have any industrial tribunal or other legal cases relating to equality been brought against your organisation (or to the best of your knowledge against any named consortium member or subcontractor)?	No

Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	If 'Yes', please provide full details and a description of any remedial steps taken.	N/A
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	7.1 Within the last three years, have any actions been taken against your organisation (or to the best of your knowledge against any named consortium member or subcontractor) by the Environment Agency regarding breaches or suspected breaches of environment legislation?	No
Parcelforce Worldwide	Selection Criteria - FORM F - Client Specific	If 'Yes', please provide full details and a description of any remedial steps taken.	N/A
Parcelforce Worldwide	Selection Criteria - FORM G - HMRC Revenue Compliance and Financial Checks	1.1 Please provide the Dun & Bradstreet number for the organisation, including any changes in the last three years, that corresponds with the information you intend to provide as applicable in sections 2 & 3 below. Should your organisation currently not be registered with Dun & Bradstreet please confirm that you would be willing to register with them should your tender be successful.	227 045 366
Parcelforce Worldwide	Selection Criteria - FORM G - HMRC Revenue Compliance and Financial Checks	2.1 Please state the organisation name that is used for accounting purposes (i.e head office name where used) and list any organisation name changes that have taken place in the last three years, that may relate to the answers you have provided in respect of questions 2.2 to 2.4	All Royal Mail Group reports and accounts are audited by Ernst & Young LLP, 1 More London Place, London SE1 2AF

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Parcelforce Worldwide	Selection Criteria - FORM G - HMRC Revenue Compliance and Financial Checks	2.2 VAT Registration Number: (If 'Not Applicable' please provide details why)	GB243 1700 02
Parcelforce Worldwide	Selection Criteria - FORM G - HMRC Revenue Compliance and Financial Checks	2.3 PAYE Collection Reference: (If Not Applicable please provide details why)	120/XA56466
Parcelforce Worldwide	Selection Criteria - FORM G - HMRC Revenue Compliance and Financial Checks	2.4 Corporation Tax or Self Assessment Reference: (If 'Not Applicable' please provide details why)	572/17895/17511
Parcelforce Worldwide	Selection Criteria - FORM G - HMRC Revenue Compliance and Financial Checks	2.5 If a consortium bid or sub-contractors are to be used directly in the provision of a service, please provide the information requested 2.2 to 2.4 inclusive for each member of the consortium and for each sub-contractor. Before providing their details, please ensure that you obtain consent from the consortium member or sub-contractor using the sub-contractor revenue compliance consent provided in Appendix C of the Tendering Instructions. Please attach scanned copies of the completed consent form to this question or send as a hard copy using the postal details provided in the tendering instructions.	N/A

Parcelforce Worldwide	Selection Criteria - FORM G - HMRC Revenue Compliance and Financial Checks	3.1 If registered for tax outside the UK, have you attached a scanned copy of an official document obtained from your own tax authority clearly certifying that you are currently tax compliant? Please Select "Yes" or "No". If "No" or "None" please state the reasons for this by attaching additional document.	
Parcelforce Worldwide	Selection Criteria - FORM G - HMRC Revenue Compliance and Financial Checks	3.2 If a consortium bid, please confirm that the document requested in Question 2.1 has been provided in respect of each consortium member registered for tax purposes outside the UK.	N/A
Parcelforce Worldwide	Selection Criteria - FORM G - HMRC Revenue Compliance and Financial Checks	3.3 If proposing to use Sub-contractors, please confirm that the document requested in Question 2.1 has been provided in respect of each sub-contractor registered for tax purposes outside the UK.	N/A
Parcelforce Worldwide	Selection Criteria - FORM G - HMRC Revenue Compliance and Financial Checks	BUYER VIEW QUESTION ONLY - Following the relevant CD guidance, is the supplier sufficiently "revenue compliant"? Indicate Yes/No and if No, please provide details.	

Parcelforce Worldwide	Award Criteria - Technical Merit - Category Requirements	<p>1.1 Please confirm that prior to providing a response to any of the award criteria questionnaires/questions, you have read and taken into account all of the information contained in the Tendering Instructions document attached to this event, and in the case of an incumbent provider that special attention has been paid to Section 3, Conditions of Tender.</p>	Noted and agreed
Parcelforce Worldwide	Award Criteria - Technical Merit - Category Requirements	<p>1.2 As per the Tendering Instructions, Section 10, Publication of Contract Award, please acknowledge that you are aware that there is an obligation for the final contracts to be published. Please also be aware that information provided in your response may need to be published as the result of a Freedom of Information request. Please provide details of any aspect of your Tender Response which should not be made public and provide the reasons as why you believe such redactions should be applicable.</p>	<p>Parcelforce Worldwide consider the following elements of our Tender Response to be exempt from public disclosure in accordance with Part II of the Freedom of Information Act 2000 (FOIA), as follows:</p> <p>Selection Criteria - FORM E - Technical and Professional Ability Regulation 25</p> <ul style="list-style-type: none"> - Our response contains confidential customer information and is therefore provided to you in confidence (section 41 FOIA refers). Furthermore disclosure of this information would be likely to prejudice our commercial interests (section 43(2) FOIA refers) as it would provide competitors with our commercially sensitive information which could be used to put themselves at an advantage, including for example when bidding against us in the future. For the avoidance of doubt, we consider the public interest test to weigh in favour of withholding all of this information. <p>Selection Criteria - FORM F - Client Specific</p> <ul style="list-style-type: none"> - Our response contains personal data relating to the account team which we consider to be exempt from disclosure in accordance with section 40(2) FOIA. <p>Award Criteria - Technical Merit - Category Requirements Award Criteria - Technical Merit - Collection Requirements Award Criteria - Technical Merit - Delivery Requirements Award Criteria - Technical Merit - Security Award Criteria - Technical Merit - Interfacing with external parties Award Criteria - Technical Merit - Deployment</p>

			<p>Award Criteria - Technical Merit - Supporting Examination Centres and Markers</p> <p>Award Criteria - Technical Merit - Project and Account Management and Governance</p> <p>Award Criteria - Technical Merit - Application of KPIs</p> <p>Award Criteria - Cost Effectiveness</p> <p>Section - Single Bid</p> <p>Section - Multi Bid</p> <p>- All of the above responses contain sensitive commercial and operational information, which we consider to be exempt from disclosure in accordance with section 43(2) of FOIA as disclosure of the same would be likely to prejudice our commercial interests. Our competitors could effectively use this sensitive information to put themselves at an advantage, including for example when bidding against us in the future for similar types of services. For the avoidance of doubt, we consider the public interest test to weigh in favour of withholding all of the above information.</p> <p>Please note that in the event DfE intends to publish or disclose any of the information contained within our tender response (whether in response to a FOIA request or otherwise), we would request an opportunity to review the information and comment upon the proposed disclosure, including making submissions to you as to whether we consider any exemptions under the FOIA apply.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Category Requirements	1.3 Please confirm that, prior to providing a response in any of the cost effectiveness questionnaires, you have read and taken into account all the information contained in the Charging Schedule Instructions document attached to this event.	Noted and agreed

Parcelforce Worldwide	Award Criteria - Technical Merit Category Requirements	2.1 It is not envisaged that TUPE will apply to any services provided as part of this framework, but please confirm if you would consider entering into a 'call off' contract where TUPE did apply, and provide a brief overview of the process you would use to provide a smooth transfer	<p>Royal Mail Group has HR managers who have a detailed knowledge of TUPE legislation and have successfully completed multiple recent TUPE transfers, any potential transfer would also be supported by an external legal representative. Parcelforce Worldwide is the incumbent supplier and we have been informed that there are no other suppliers; we therefore do not anticipate a transfer into Parcelforce Worldwide.</p> <p>In brief, should we be in a TUPE situation we would:</p> <p>Request full employee liability information from the transferring organisation, including details of individual's duty schedules. We would analyse this to ensure we have sufficient information to ascertain whether TUPE applies</p> <p>We would meet individually with each potential transferee to: explain the situation, find out further information about their daily work, scope what opportunities they would consider across RMG should an identical role not exist in RMG</p> <p>If we accept that TUPE applies, we would scope redeployment opportunities for the transferring employees</p> <p>If we can find a suitable role for them, they would take up this role If we cannot find a suitable role for them, we would progress with redundancy</p> <p>In a TUPE out situation we would ensure we comply with providing all employee liability information to the gaining organisation, and allow them full access to the employees for meetings etc. We would also ensure we consult adequately with each employee, as per the regulations.</p>
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Parcelforce Worldwide	Award Criteria - Technical Merit - Category Requirements	3.1 Please confirm that your Tender Response takes into account the conditions and requirements detailed in the draft Framework Agreement document and especially the, - conditions referred to in paragraph 16.12, and - requirements detailed in paragraph 16.13 of the Tendering Instructions	Noted and agreed
Parcelforce Worldwide	Award Criteria - Technical Merit - Category Requirements	3.2 In respect of the 0.5% Management Charge referred to in the Draft Framework Agreement, Paragraph 16, please confirm you will provide the Management Information detailed in Appendix A1.1: MISO Reporting Template which confirms the amount charged to Customers in relation to the services ordered from this framework. Please confirm that you understand that the Authority will use this management information to invoice you, and for you to pay to them the appropriate level of management charge.	Noted and agreed
Parcelforce Worldwide	Award Criteria - Technical Merit - Category Requirements	4.1 Please describe the governance procedures that exist in your organisation that help to assure the prevention of fraud and/or corruption.	Parcelforce Worldwide has full policies that cover anti-bribery and corruption. All colleagues have been supplied a copy of "Our code of business standards." a copy of which is attached. All managers have completed recent training for anti-bribery.

Parcelforce Worldwide	Award Criteria - Technical Merit - Category Requirements	4.2 Please provide full details of your management approach to equal opportunities, diversity etc. and describe which aspects will be most relevant in practice in relation to the Client's requirements. Please confirm the policy documents you would be able to provide upon request or present as part of a site visit.	Parcelforce Worldwide policies and procedures fully comply with the provisions contained within the Equality Act 2010. The Royal Mail Group 'Equality and Fairness Policy' covers Parcelforce Worldwide (attached), it outlines our principles and approach to promoting equality, diversity and fairness at all stages of employment.
Parcelforce Worldwide	Award Criteria - Technical Merit - Category Requirements	4.3 Please advise how your organisation will comply with Diversity and Equality Policy requirements and how you promote equality of opportunity within your organisation.	Parcelforce Worldwide policies and procedures fully comply with the provisions contained within the Equality Act 2010. The Royal Mail Group 'Equality and Fairness Policy' covers Parcelforce Worldwide (attached), it outlines our principles and approach to promoting equality, diversity and fairness at all stages of employment.
Parcelforce Worldwide	Award Criteria - Technical Merit - Category Requirements	4.4 Please provide details of your management approach to health and safety, and describe which aspects will be most relevant in practice in relation to the Client's requirements. Please confirm the policy documents you would be able to provide upon request or present as part of a site visit.	Please find a copy of the latest Parcelforce Worldwide Health and Safety policy

Parcelforce Worldwide	Award Criteria - Technical Merit - Category Requirements	5.2 In respect of the Supplier Charter, Please provide details on how your current or future work practices will allow you to satisfy any aspects of the 'what you can do' objectives listed in the Supplier Charter.	<p>Royal Mail Procurement supports the UK Sustainable Development Strategy and has implemented a number of measures to promote Corporate Responsibility within its own activities and Supply Chain.</p> <p>Please see attached Responsible Procurement Policy and supporting Standard Operating Procedures for details. Compliance with the Policy takes the form of:</p> <ul style="list-style-type: none"> § Standard Operating Procedure for Probity, including Anti Bribery and Competition Law training for all staff and a comprehensive Declaration of Probity process monitored by our Security team § Fair and equal treatment of suppliers and adherence to the processes and principles of Public Procurement Law including non-discrimination, transparency and proportionality § Consideration of environmental risks and opportunities e.g. requirement for timber products to be FSC or equivalent certified, working with manufacturers and testing of environmentally friendlier vehicles. Reduction in carbon footprint, water use and waste creation through specification changes, staff education and demand challenge § Collaboration with Business Environmental Board, work with NGOs to identify and develop environmentally friendly opportunities within the supply chain § Member of SEDEX (Suppliers Ethical Data Exchange) working to promote higher ethical standards in the supply chain and providing auditability § Robust set of Pre-Qualification questions for applicants covering probity, anti-Bribery, and compliance with applicable laws (covering labour standards, environmental responsibility, equal opportunities)
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Parcelforce Worldwide	Award Criteria - Technical Merit - Category Requirements	<p>5.1 As per the Government strategy to provide support to Small and Medium sized Enterprises (SME's), as detailed in the Innovation in Procurement plan, please provide details against the following criteria to confirm that your organisation (including your aggregated parent organisation totals where applicable) should be considered an SME against the criteria</p> <ul style="list-style-type: none"> - number of employees – up to 249 - turnover – less than £50 million - size of balance sheet total assets less than £5.6 million. <p>To assist you in identifying as to whether your organisation is an SME, please find attached to this question the GPS SME Calculator.</p> <p>If not an SME please provide comment as to the extent SME's are used in your own supply chain and specifically on how they will be used in relation to the delivery of goods and or services subject to this tender.</p>	<p>As a business Parcelforce Worldwide actively engages with SME's for a variety of business requirements, However in the provision of this contract no SME's will be utilised to deliver the service specification</p>
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Parcelforce Worldwide	Award Criteria - Technical Merit - Category Requirements	<p>5.3 Please provide details of how you would utilise innovation or continuous improvement methodologies post contract award to provide additional Value for Money to your Clients. Please provide examples of where you have used innovation, standardisation or continuous improvement methodologies to optimise the service provided to other Clients, which has led to additional Value for Money for the Client, especially in relation to cashable savings. (Any Client can be made anonymous but reference should be made to the sector they work in)</p>	<p>In providing continuous improvement for the DfE account over the last three years, we have demonstrated our ability to adapt our service offering to meet the demanding needs of the DfE in delivering sensitive exams material, as an example, the reconciliation process adopted during the 2012 Key Stage programme offered a comprehensive solution to identify all exceptions, which enabled more timely rectification. This process provided an enhanced level of security for the benefit of all key stakeholders.</p> <p>An example of the use of innovation to improve the offering to a customer through continuous improvement, was the development of a bespoke service for Screwfix Direct which reduced their costs in delivering items up to 62Kg and enabled Parcelforce Worldwide to provide a cost effective solution for the customer, by removing the need for them to use a pallet carrier. The service offering developed is called Assisted Delivery and enabled us to carry items for Screwfix Direct over our maximum weight by the customer guaranteeing that there would be a person to help with unloading the item at the point of delivery. This major change in working practices for the network involved the Account Manager setting up high level joint meetings with the customer and securing buy in from senior operational managers, agreement with the union and the development of an innovative a new pricing scheme based on parcel weight for the customer. This was so successful that Parcelforce Worldwide was granted a 3 year contract as sole carrier.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Category Requirements	<p>6.1 Some Government departments have a Purchase Order mandatory policy. Please provide details of how you would process the purchase order internally so as to ensure - the efficient delivery of consumables and ad hoc services to the Client, and - that the Purchase Order number is included on any subsequent invoice. (Organisations who are an SME will be able to achieve a maximum score by providing a basic purchase order flow process)</p>	<p>The Purchase order number generated for the provision of ad-hoc services will be recorded and appended to the invoice that is raised and forwarded for payment.</p>

<p>Parcelforce Worldwide</p>	<p>Award Criteria - Technical Merit - Collection Requirements</p>	<p>1.The Contractor must provide services to collect packages from one address within England and deliver to single or multiple addresses within the United Kingdom over a specified time window within the project plan e.g. from DfE's Collation Provider to Examination Centres or to marker training venues. Please describe the outline process your organisation will use to provide this service.</p>	<p>From existing experience it is key for us to cultivate strong working relationships with associated suppliers within the supply chain in order to establish the exact requirements of collection programmes. We have successfully demonstrated this ability during the past 2 years carrying STA traffic. Once a collection schedule has been communicated and agreed with all stakeholders we would install personnel on site to oversee and manage outbound distribution, this is critical to ensure that the expected traffic by depot is received into the hub as per the agreed schedule. This enables us to manage the correlation of volumes to load plan and crossdock the palletised traffic to the relevant outbound depot trailers. Once the palletised traffic is received into depots, the depot supervisor follows an agreed plan to break the pallets and scan all items by pallet and await confirmation from the account team that reconciliation has been completed, if successful the depot will sort and scan to the delivery route. If reconciliation isn't successful the shipment is sealed and held subject to further instructions. The account team will liaise with the STA and seek instruction before any further action is taken. Depot drivers, having first being briefed through Work Time Learning sessions, will deliver the reconciled packs to centres or Markers addresses only. If delivery cannot be completed the items are returned to the depot and securely held for a further attempt on the next working day.</p>
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Parcelforce Worldwide	Award Criteria - Technical Merit - Collection Requirements	<p>2. The Contractor must provide a daily collection Monday to Friday, during the exam series (excluding bank holidays) from all Scheduled Centres and consolidate packages to deliver to DfE's or AO's Scanning Bureaus. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.</p>	<p>Parcelforce Worldwide have a great deal of experience in dealing with examination centres and established strong relationships through its extensive network of long term delivery drivers. For centres that have been identified as requiring a scheduled collection (exams held on three or more days over the week) Depot co-ordinating staff or the helpdesk will engage with centres to establish a mutually agreeable time window for the collection over the forthcoming exam series. This information is then passed on to our drivers to fulfil the collection window. The driver will conduct a brief check to ensure the package is sealed and has the appropriate carrier label applied to the package, the driver will then scan the package prior to leaving the centre, the driver will sign the collection manifest to confirm that he has accepted the package/s. On return to the depot the driver will hand the item/s over to the depot team who will scan the items and containerise before placing to the rear of the trailer, this process enables for the priority handling and sortation of exam packages at our centralised hub sortation centre. Items are afforded the highest attention within the hub environment before being carefully segregated by AO and packaged in accordance to specified sleeved pallets, on completion a manifest is created and the pallet loaded to the trailer destined for the relevant AO's scanning Bureau. All items at this stage are scanned as bulk delivered.</p>
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<p>Parcelforce Worldwide</p>	<p>Award Criteria - Technical Merit - Collection Requirements</p>	<p>3.The Contractor must provide a daily collection Monday to Friday, during the exam series (excluding bank holidays) from all Scheduled Collection Examination Centres and deliver to multiple residential addresses within the United Kingdom. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.</p>	<p>In relation to the collection element from the examination centre for delivery to multiple residential addresses. We would replicate the process detailed within question 2 above. At the point the items reach the centralised sortation hub outbound handling, they are loaded to the destination depot trailer. At the delivery depot the items are then scanned in and further scanned to the delivery route. The driver will attempt delivery to the markers address, on acceptance of the item by the marker the driver will scan the item/s as delivered and request an electronic signature from the marker; this would conclude the delivery process. If however the marker was not available, the driver would scan the item to indicate this and place a delivery attempted card through the letterbox of the addressee, the card will detail that the item will be attempted again during the next working day. The driver will return the item to the local depot where the item will be scanned and logged into the Undelivered Parcel Management System. The item will automatically be re-issued for a further delivery attempt on the next working day. If the marker is unavailable on the second attempt the driver can choose to deliver the item into a local Post Office where it will be securely held for the marker to access at their convenience, a card would be left to indicate this, alternatively the driver will return the package to the depot to be held until contact is made arranging collection or requesting a future delivery attempt. This is a standard business practice established over many years of operation.</p>
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Parcelforce Worldwide	Award Criteria - Technical Merit - Collection Requirements	<p>4. The Contractor must contact all Scheduled Collection Examination Centres participating in each series (the DfE will provide a list of all participating Examination Centres for each series) a minimum of a week in advance of the first day of scheduled exams to arrange a mutually convenience 2-3 hours (between 1pm and 5.30pm) collection window (e.g. 2-4pm, 1-4pm etc.) within the individual Examination Centres' normal operating hours. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.</p>	<p>Once the scheduled centre data has been received by Parcelforce Worldwide, the data is uploaded into a system (see web address below) designed specifically for this process. This then enables the depots to access the system and begin making contact with their Exams Offices in centres to agree the 2-3 hour collection time window. Progress is monitored daily by the Account Team to ensure all time windows have been agreed and the work is fully complete ahead of the exam go-live date. A red/amber/green approach is used (red if the centre has had no contact, amber if we have attempted contact, green if contact has been made and a time window agreed. As part of this process we also check that the correct collection address is supplied and will feedback any variance to the Royal Mail Postcode file anomalies.</p> <p>http://10.5.20.175/helpdesks/DfE/</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Collection Requirements	<p>5. The Contractor must provide an ad hoc collection service from Examination Centres Monday to Friday (excluding bank holidays) for all ad hoc centres. This service may also be used for scheduled centres outside of the main exam series. The Contractor will be advised of ad hoc collection requirements by DfE and Examination Centres a minimum of 18 hours in advance. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.</p>	<p>To provide an ad-hoc collection service we would seek to provide this service through use of the Exams Helpdesk.</p> <p>The Parcelforce Worldwide exams helpdesk in Milton Keynes provides a dedicated phone line in order to deal with all queries promptly and efficiently. The desk is open from 8am to 6pm during an exam series and 8.30am to 5pm outside a series, Monday to Friday. As an example during summer 2012 the desk processed 2500 ad-hoc centre collection bookings online. All information KPI measures relating to the desk performance will be fed back according to the agreed schedule.</p>

Parcelforce Worldwide	Award Criteria - Technical Merit - Collection Requirements	<p>6. The Contractor shall provide Centres with a facility to contact the Contractor to arrange a mutually convenience 2-3 hour (between 1pm and 5:30pm) collection window (e.g. 2-4pm, 1-4pm etc.) within the individual centres normal operating hours. This facility should encompass a telephony solution and could also include a web based solution. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.</p>	<p>The Parcelforce Worldwide Exams Helpdesk in Milton Keynes provides a dedicated phone line (0844 561 7998) for centres to contact the desk in order to book their collections. The desk is open from 8am to 6pm during an exam series and 8.30am to 5pm outside a series, Monday to Friday. There is also a facility for centres to book their collections online using the dedicated Parcelforce Worldwide DfE web site this provides flexibility for both centres and markers to book their collection at any time. Collections can be booked with 24 hours notice and multiple collections days can be booked at the same time. Whilst the hours stated above are a service commitment, PFW will provide a flexible approach to service provision as a whole and adapt to changing needs. As an example of this the desk during the close down process for Key Stage worked during the evenings to further support this process.</p> <p>http://www.parcelforce.com/education/dfe</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Collection Requirements	<p>7. The Contractor shall provide DfE with a facility to arrange ad hoc collections from Examination Centres in bulk. This facility could take the form of a spread sheet template which DfE populates and the Contractor uploads to their system. Please provide details of how you would meet this requirement.</p>	<p>Parcelforce Worldwide has demonstrated its ability to establish a bulk upload facility for ad-hoc collections and this has been used successfully over the past few years. Parcelforce Worldwide propose to work with the DfE to define the format layout within an excel spreadsheet, with the minimum detail to include the following data fields: Centre number, centre name, address line 1, address line 2, address line 3, Town, Postcode. We would seek to receive this data no later than 18.00hrs on the evening prior to collection requirement. Parcelforce Worldwide have devised a bespoke import channel for the upload of this data to generate a collection request for each of the addresses at the appropriate local depot. These collection requests are then issued to the drivers via their handheld devices on the day the collection has been requested for. Once the collection has been actioned, the driver will scan the barcode label confirming acceptance of the item. If the driver is unable to collect it is recorded on the hand-held device and registered against the collection booking reference and monitored by the local depot.</p>

Parcelforce Worldwide	Award Criteria - Technical Merit - Collection Requirements	8.The Contractor shall provide a same day collection service from UK addresses within 3 hours of receiving a collection instruction from DfE. Please provide a method statement to confirm how this service can be met.	(As per clarification update v3 Q1) Parcelforce Worldwide have established a robust process to hold sensitive stock within key geographical locations across England. Parcelforce Worldwide identified the requirement for six strategic depots to hold stock that would enable us to achieve a pick pack and distribution to any English location within 3 hours. Stock will be held in secure controlled locations within the depot that can only be accessed by authorised personnel. Instructions will be created for the handling and identification of requested test material requiring to be collated and packaged. The stock being held will need to be clearly marked to indicate the contents held within as we would only wish to open the boxes required to fulfil the particular request received at that time. Delivery will be effected by either Depot staff or Royal Mail Same Day staff, all staff carry Royal Mail Group Identification. After completion of the exam phase Parcelforce Worldwide will fully review with the DfE all remaining stock and the relevant action to be taken.
Parcelforce Worldwide	Award Criteria - Technical Merit - Collection Requirements	9.The Contractor shall provide Examination Centres, after obtaining DfE sign-off, a method of recording the dispatch of script packages, by consignment number, without placing an undue administrative burden on the Examination Centres. This should consist of a proof of posting log that can be downloaded from a website, by centres, populated by the centre and signed by the Contractor's drivers. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.	A despatch log has been created which allows centres to attach the 'consignment number peel off strip' on the yellow label to the dispatch log. On collection, the Parcelforce Worldwide driver checks the number of items on the dispatch log matches the number of packages being dispatched and then signs the log. The log is available to download on the Parcelforce Worldwide DfE web site (copy attached). The centre can also log the date of the exam, the paper number and the delivery postcode. If the centre is dispatching scripts via their local Post Officer Counter, there is an area on the despatch log for them to attach the receipt given to them by the Counter Clerk.

Parcelforce Worldwide	Award Criteria - Technical Merit - Collection Requirements	10. The Contractor must be able to evidence collection attempts from Examination Centres. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.	Through the development of a software package, currently anticipated to be available from October 2013, the driver will have the option to append a reason against a collection attempt - available from a drop down list - within the driver's handheld device. Ultimately, there will also be the facility to add the name of the individual on site that the driver had confirmed a nil to collect status, although this is likely to be in early 2014. This information would be made available directly to the DfE and would also be evident from our tracking systems.
Parcelforce Worldwide	Award Criteria - Technical Merit - Collection Requirements	11. The Contractor must ensure that there is 100% scanning of the barcode on every package collected from an Examination Centre, in the presence of an Examination Centre representative, to start the tracking process at the point of collection. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.	Each of our drivers is issued an electronic scanning device to use on collection and delivery, and the correct process is for packages to be scanned at the point of collection. Inevitably, there will be occasions when the device may not work, and in those instances, the driver will still sign the despatch manifest to confirm the items that have been collected, but no electronic scan will take place until the driver returns to the depot. While we will do all we can to make sure items are scanned at every point, we cannot guarantee that it will happen in all instances over such a large program. As a final recourse, if any centre is not confident that their items are being despatched securely, they can refuse to release the items and contact our helpdesk to arrange another collection.
Parcelforce Worldwide	Award Criteria - Technical Merit - Collection Requirements	12. Please provide details of how you will provide a collection service to all geographical locations listed in the specification at Appendix B which includes the Isle of Wight and the Isles of Scilly, to the required timescales. Please describe what contingency measures will be in place for cases where collections cannot be met due to operational difficulties.	Parcelforce Worldwide are able to collect from all locations highlighted in Appendix B. All collections would be performed by Parcelforce Worldwide drivers apart from a few remote locations where items would be collected through our sister company Royal Mail. There may be parts of the country (such as Isle of Wight, Isles of Scilly) where logistical issues around ferry or flight times may impact on the collection service. Those centres will be made aware of these issues at the time of booking and tailored solutions found for each one.

Parcelforce Worldwide	Award Criteria - Technical Merit - Collection Requirements	<p>13. The Contractor must not accept any packages that are visibly damaged, unsealed, have multiple labels attached, unscannable barcodes or incorrect packaging. The Contractor should have a means of reporting incidents internally to enable timely notification to the DfE. Please indicate how you will do this including the method that you will use for providing information to DfE.</p>	<p>Ahead of each exam programme, extensive internal communications are sent out to the depot and hub network. Included in the communications are Work Time Learning briefs (WTL) which are carried out weekly to all drivers. In these briefs, drivers are reminded of the correct processes to follow at all times, including what to do if a centre presents them with unacceptable packages. If multiple labels have been attached, the barcode is un-scannable, the item is visibly damaged or unsealed, then the driver will politely refuse to collect the items and refer the centre back to their Awarding Organisation. Parcelforce Worldwide emphasise the correct procedures and processes to such a degree that any incident concerning an exam item within the network is directly communicated to the Exams helpdesk where they are assessed and recorded on the DfE RightNow Logistics Incident Log (LIL). Where appropriate the internal escalation process is engaged.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Collection Requirements	<p>14. The Contractor must provide a collection service for,</p> <ul style="list-style-type: none"> - bulk packages pre-loaded onto pallets from one address to multiple addresses (e.g. from a Collation Provider to marker training venues); - packages from one address to one address (e.g. from a Collation Provider to British Forces Post Office at RAF Northolt); and - packages from multiple addresses to one address (e.g. from DfE's Manufacturing Suppliers to a Collation Provider). <p>Please describe how you will provide these services taking account of the network's capacity required to handle to the kind of volumes within the timelines illustrated in the specification.</p>	<p>Parcelforce Worldwide would propose to process these various elements as described in the following way.</p> <p>For bulk despatches from a single despatch location (e.g. collation provider) to be delivered to multiple addresses (e.g. marker training venues). Parcelforce Worldwide would engage with the key stakeholders to ensure a complete overview of the specific requirements are understood for the relevant despatch. Dependant upon the size of the despatch Parcelforce Worldwide may place staff on site to oversee the despatch process. Parcelforce Worldwide would provide a dedicated vehicle to collect the material and retain the integrity of the containerised traffic. The vehicle would be run direct into our centralised hub sortation centre in Coventry where the vehicle would be de-containerised, with items scanned and injected into the automated sortation system and then be loaded to the relevant outbound depot trailers. On arrival into the depot the items will receive an arrival scan and a subsequent scan onto the delivery route. Once on route, standard delivery process will apply as detailed in response 3.</p> <p>For items being despatched from a single point of address to a single address, these items can be collected through the regular collection process which will involve a regular depot collection vehicle collecting the items and scanning each item on collection (subject to the overall volume). The driver would return the items to the local depot where all the items would be scanned out of the depot and onto the distribution trailer. On</p>

			<p>arrival into our centralised hub sortation centre in Coventry the contents of the trailer would be injected into the automated sortation system and loaded to the relevant delivery trailer, the receipt into depot and delivery process would be as per the previous example above. Any items destined for a BFPO address, are sorted and loaded to a dedicated trailer and transported to Forces Mail at Ruislip North London. The item would be shown as complete and handed over to BFPO.</p> <p>For items being despatched from multiple addresses for delivery to a single address. Collection requests would be loaded into our systems which would generate collections performed by the relevant depots and the standard depot collection process followed, as detailed above. The items would then be sorted at the central hub and dependant on numbers either routed to Depot for Depot driver delivery or to a bulk delivery direct trailer. A bulk Proof of Delivery would be generated at the point of loading to the trailer within the hub environment.</p> <p>We confirm that all the above scenarios can be accommodated within our current network capabilities; advance notice and open communication will ensure that any extraordinary requirements can be satisfied.</p>
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<p>Parcelforce Worldwide</p>	<p>Award Criteria - Technical Merit - Collection Requirements</p>	<p>15. The Collation Provider shall scan each package to a specific pallet prior to collection by the Contractor. The pre-advice from the Collation Provider will include the pallet reference number for each package ID. This will be followed with a spreadsheet showing the same information. The Contractor shall ensure that there is 100% scanning of the barcode on every pallet collected from a DfE supplier, in the presence of a supplier representative, to start the tracking process at the point of collection. Please confirm compliance and support with method statement.</p>	<p>Parcelforce Worldwide designed and instigated this process so we confirm that scanning of the pallet barcode, generation of manifest scheduled load planning of the trailers and subsequent item reconciliation is fully completed by our onsite staff.</p> <ul style="list-style-type: none"> • Parcelforce Worldwide share and agree the despatch plan with the collation provider and DfE in advance of the despatch. • Transport resource is planned and booked for the days as required. Prior to despatch Parcelforce Worldwide will place staff on site with the full co-operation of the collation provider and label the pallets that are ready and available in preparation for the despatch day. • On day of despatch two members of staff will be onsite during the despatch process, their role is to co-ordinate and interact with onsite personnel and action the load plan as agreed ensuring that the respective depot pallets are loaded as required within the distribution plan. Each pallet is scanned as it is loaded to the despatch trailer. • On arrival at our Coventry hub a dedicated team allocated prior to the despatch check the pallets during unloading process against the distribution plan, scan the pallet label and allocate to an outfeed bay. • Depot direct pallets are loaded to the tail end of the first outbound depot trailer, thus ensuring that this traffic is prioritised on receipt into depot. This process is overseen by the dedicated hub team and reports shared with the account team to confirm receipt and distribution of all traffic as per distribution load plan. • On arrival at the depot and as per prior depot briefing plan, the pallets are scanned, and shrinkwrap is removed. Each pallet is dealt with as an individual unit, all parcels are scanned twice as "scanned into depot" the pallet is then rebuilt on the depot floor. Once all pallets have been unloaded and scanned the depot await for a call from the account team to confirm that the load received has reconciled to the pre-advice report provided by the collation provider. If correct the depot are advised to scan the traffic to route as per business as usual. Should any exceptions be identified only those pallets directly affected should be sealed and held back from the delivery process. The DfE are notified and confirm action to follow. • At the close of each working day a confirmation status is established for all items and this is confirmed back to the DfE as part of the daily reporting process
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Parcelforce Worldwide	Award Criteria - Technical Merit - Collection Requirements	<p>16.A daily collections report is required to show,</p> <ul style="list-style-type: none"> - the Examination Centre addresses that have been made, - the items that have been collected each day (as a minimum consignment number and delivery address), - the Examination Centre addresses that have been attempted but for which nothing was available to collect, and - a comparison with collection forecast. <p>Please describe, making reference to supporting evidence/examples, of how you will meet this requirement. Where available, please provide as an attachment, a specimen report to demonstrate understanding of this requirement.</p>	<p>Parcelforce Worldwide are able to provide a report detailing all items that have been collected on the previous working day to include as a minimum consignment number and delivery address. A forecast and variance can be provided for this element and Parcelforce Worldwide would like to work with the DfE to fully define the reporting requirements. For programmes with a higher level of scrutiny (lower volume series) we have systems / processes available to increase operational focus on collections and to report accordingly.</p> <p>As detailed under Application of KPI's (question 2). Parcelforce Worldwide have demonstrated its commitment and ability to achieve a highly reliable collection process, at the heart of this is the relationships our drivers and depot co-ordinators have cultivated with examination centres, the level of reported failures across a whole year was reported at less than 0.6% when handling approx 950,000 parcels under the Yellow label service.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Delivery Requirements	<p>1.The Contractor must be able to provide the following delivery services:</p> <ul style="list-style-type: none"> - Before 10am - Before 12pm - 24 hour - 48 hour - Point to point - Same day - Saturday morning delivery. <p>Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.</p>	Please see attached UK services document

Parcelforce Worldwide	Award Criteria - Technical Merit - Delivery Requirements	2. The Contractor must offer the provision for stock holding within depots to provide an emergency fulfilment process (e.g., but not limited to, if an Examination Centre discovers they need more materials on the day of the test the Contractor must pick the items required from stock and deliver on a point to point to the Examination Centre within 4 hours). Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.	Parcelforce Worldwide have established a robust process to hold sensitive stock within key geographical locations across England. Parcelforce Worldwide identified the requirement for six strategic depots to hold stock that would enable us to achieve a pick pack and distribution to any English location within 3 hours. Stock will be held in secure controlled locations within the depot that can only be accessed by authorised personnel. Instructions will be created for the handling and identification of requested test material requiring to be collated and packaged. The stock being held will need to be clearly marked to indicate the contents held within as we would only wish to open the boxes required to fulfil the particular request received at that time. Delivery will be effected by either Depot staff or Royal Mail Same Day staff; all staff carry Royal Mail Group Identification. After completion of the exam phase Parcelforce Worldwide will fully review with the DfE all remaining stock and the relevant action to be taken.
Parcelforce Worldwide	Award Criteria - Technical Merit - Delivery Requirements	3. The Contractor must provide each Awarding Organisation/Scanning Bureau with an electronic manifest containing the consignment numbers of all the packages being delivered in advance of the physical delivery of the packages. This must be sent 2 hours in advance of delivery to the Scanning Bureau. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.	Working within current practices we are committed to providing the scanning Bureaus with an electronically advised figure for that days inbound volume, this is received at approx 4am on each morning of a bulk despatch, in addition to this a hard copy manifest will be appended to each pallet contained within the trailer detailing the consignment numbers contained within the load. An electronic version is provided separately as a confirmation for reconciliation purposes. Please see example attached

Parcelforce Worldwide	Award Criteria - Technical Merit - Delivery Requirements	<p>4. The Contractor must collate all packages into cages or pallet crates (to be agreed with DfE and DfE/AOs' Scanning Bureaus prior to the commencement of the service) for delivery to each of the Scanning Bureaus active in a given series and make a single daily delivery to them of all packages collected the previous working day. This delivery will be required between 7 – 8am, Monday to Friday. In addition there may be a requirement for a Saturday delivery during peak periods. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.</p>	<p>Prior to any series commencement we agree with the scanning Bureaus the required daily arrival times into their centres. All traffic is loaded to containers of a standard specification, a cardboard pallet sleeve positioned over a standard pallet, once the pallet has been loaded the container is shrink-wrapped to maintain the integrity of the load whilst in transit. We would also provide a Saturday delivery service where volume during peak periods requires this.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Delivery Requirements	<p>5. For deliveries to markers located at residential addresses, the first delivery attempt of the package must be made on the day immediately following the day of collection, which includes deliveries on a Saturday. If the delivery attempt fails a card or similar notice should be left. Contact details will be contained on this notice to allow the marker to contact the Contractor to make alternative delivery arrangements. A full audit trail of alternative arrangements must be provided to DfE. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.</p>	<p>Please see attached delivery process document</p>

Parcelforce Worldwide	Award Criteria - Technical Merit - Delivery Requirements	6. For residential deliveries, the second delivery attempt of packages to markers will be made on the day immediately following the first delivery attempt, Monday to Saturday. If the delivery attempt fails a card or similar notice will be left. Contact details will be contained on this notice to allow the marker to contact the Contractor to make alternative delivery arrangements. A full audit trail of alternative arrangements must be provided to DfE. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.	Please see the attached residential address 2nd attempt document
Parcelforce Worldwide	Award Criteria - Technical Merit - Delivery Requirements	7. If after the second delivery attempt to a residential address, a package remains undelivered it should be held securely at the Contractor's depot until instructions are provided by the DfE or the respective AO. No packages should be returned to sender without DfE's or AO's consent. Please provide details of your current returns policy and how you would meet our requirement.	The business practice established and in line with plans drawn up with the Teaching Agency in its former guise of QCDA were as follows. On first attempted delivery all staff are briefed to attempt delivery to the addressee only and if unsuccessful to leave a card and return the item to the depot, however on the second attempt it has been agreed that if a delivery is unsuccessful at the addressee's premises that the item/s can be delivered into a local Post Office and held for a period of 16 days, the same would apply for items returned to the depot (unless alternative arrangements are requested). After this period the item/s would be returned to the AO. For traffic being handled on behalf of the Standards and Testing Agency all items are attempted to the address only and second attempt items are returned and held at the depot whereby STA would be informed and asked for confirmation of future action against these items. These are defined processes within our depot environments and briefings are carried out on a weekly basis via the Work Time Learning sessions during programme activity. Parcelforce Worldwide are prepared to amend any of the current procedures to align with DfE requirements.

Parcelforce Worldwide	Award Criteria - Technical Merit - Delivery Requirements	8.Deliveries and redeliveries will be required to residential addresses on a Saturday. Please confirm that you understand that that a charge for a Saturday morning delivery will only be made where the volume of Saturday morning deliveries is above 15% of the weekly delivery total and that a weekly breakdown of any additional costs for Saturday deliveries will be shown as a surcharge per package on all invoices.	Parcelforce Worldwide have established processes within our delivery network to provide indicated Yellow Label traffic for residential addresses with a 6 day week delivery service (Monday - Saturday), this includes any items with a first attempt for delivery on a Friday. Parcelforce Worldwide are able to confirm compliance to Saturday charging schedule, identified as Saturday items handled in excess of 15% of the overall weekly total. This information will be presented as a surcharge on all invoices
Parcelforce Worldwide	Award Criteria - Technical Merit - Delivery Requirements	9.For deliveries to business address, the first delivery attempt of packages must be made on the day immediately following the day of collection, Monday to Friday. If the delivery attempt fails the package should be returned to the depot for a second delivery attempt the following day. If the package remains undelivered after the second delivery attempt it should be held securely at the Contractor's depot until instructions are provided by the DfE. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.	Parcelforce Worldwide propose the following procedures to satisfy business address deliveries: 1. Deliver to the address specified on the parcel and capture a full signature. 2. If no one is available to sign for the item, an attempted delivery card will be posted at the recipient address with contact details to arrange the redelivery on a convenient day or instructions on where to collect the item from and a map to our depot. The driver will then take the item back to the depot and attempt the following day whether contact is made by the recipient or not. 3. Follow stages 1 and 2 on the second attempt and then hold for 16 days. The recipient can contact us at any time via phone, fax, email or the web to advise when the parcel can be redelivered or they may choose to collect from a Post Office™ branch or from the local Parcelforce Worldwide depot.

Parcelforce Worldwide	Award Criteria - Technical Merit - Delivery Requirements	<p>10. The Contractor must ensure that, without exception, packages are only delivered to the pre-advised address, regardless whether this is a Scanning Bureau, residential address or Examination Centre. No packages are to be left at the delivery address unattended, such as (but not limited to) posted through the letter box or 'door stepped' and all packages should be signed for by an adult who either works at, or lives at, the address (e.g. school children should not be given or sign for packages). No packages should be left at alternative addresses without DfE's consent. Please describe how you will meet this requirement, making reference to the policies you would use and implement including staff training in respect of all DfE requirements.</p>	<p>Parcelforce Worldwide briefings to depots are relayed to staff and drivers during WTL sessions. This reinforces the message that all education related items are only to be delivered and attempted to the addressee. There are specific briefings that differentiate between Yellow Label and Key Stage items as all Key Stage items will only be attempted to the addressee at all times, however Yellow Label items destined for residential addresses can be left at a PO after the second delivery attempt. All exam related deliveries are afforded a high profile within our network to include senior board level and in support of this process we provide training materials such as Driver Pocket guides as a reminder to drivers of the correct processes, branded Yellow pens with the helpdesk telephone number included. PFW utilises various media to put across the key messages - one of the key ones at our disposal that reaches all main locations is the plasma screens positioned in all business locations. This is seen by all employees at Depots/Hubs, HQ and transport to remind them of the importance of the packages we carry, and emphasising the need for security at all times.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Delivery Requirements	<p>11. Packages delivered to the incorrect addresses should be collected for redistribution within 2 hours of notification of a incorrect delivery. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.</p>	<p>Parcelforce Worldwide are committed to utilising the most effective process to recover any miss-delivered packages which are identified and notified to the Account team. Wherever practical Parcelforce Worldwide will endeavour to meet the two hour time window as specified. The situation will be rectified by either the Parcelforce Worldwide route driver or Royal Mail Sameday service.</p>

Parcelforce Worldwide	Award Criteria - Technical Merit - Delivery Requirements	<p>12. Proof of delivery (POD) is vital to demonstrate that delivery of exam materials has been made securely. The Contractor's proof of delivery should include as a minimum for all packages and pallets:</p> <ul style="list-style-type: none"> - the time (HH:MM), - date of delivery (DD/MM/YY), - name of signatory, - image of signature, - consignment number, and - delivery depot. <p>GPRS transfer of scanning data from handheld devices to a central point would be advantageous. Please indicate the ratio of handheld devices to manual POD cards used. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement. Where available, please provide as an attachment, a POD specimen to demonstrate understanding of this requirement.</p>	Please see attached Proof of Delivery document
Parcelforce Worldwide	Award Criteria - Technical Merit - Delivery Requirements	<p>13. The Contractor must ensure that intended recipients are able to collect held packages from depots during normal business hours, including Saturday mornings. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement.</p>	<p>All Parcelforce Worldwide depots are open during the hours 08.00hrs – 19.00hrs, Monday – Friday and on Saturday mornings from 08.00hrs – 12.30hrs, excluding Bank holidays. Core opening times for Post Office branches is 09.00hrs – 17.30hrs Monday – Friday and 09.00hrs – 13.00hrs on Saturdays</p>

Parcelforce Worldwide	Award Criteria - Technical Merit - Delivery Requirements	14. A weekly quality of service report is required to demonstrate the delivery to service specification e.g. 24 hours etc. in the format agreed with DfE. Please describe, making reference to supporting evidence/examples, of how you will meet this requirement. Where available, please provide as an attachment, a specimen report to demonstrate understanding of this requirement.	We currently provide a weekly Quality of Service report each Monday for the preceding week's packages. The file demonstrates the attained q of s for the period, this can be amended to meet the requirements of the DfE and Parcelforce Worldwide would be pleased to work with the DfE to understand any amendments that may be required. We have attached a sample of the current document
Parcelforce Worldwide	Award Criteria - Technical Merit - Security	1. The Contractor should have a clearly defined point at which it takes responsibility for the security of a package into its network, on the understanding that on occasions the Contractor will be required to collect packages in bulk from a third party organisation such as a Collation Provider on the same day. Please detail where that point is and the process you intend to follow to avoid disputed collections with DfE's stakeholders.	Parcelforce Worldwide will accept responsibility for the security of all containers (pallets) collected from the collation providers, a pallet scan will confirm acceptance of this. Parcelforce Worldwide will handle these within the network and scan all containers at key locations (Collection point, Hub and delivery depot). On arrival at the delivery depot the containers are broken down and all individual items are scanned to depot. At this point Parcelforce Worldwide accept responsibility for all packages scanned as received. They are reconciled against the pre-advice supplied by the collation provider. The processes Parcelforce Worldwide have formulated and used over the past 12 months have demonstrated a robust procedure to reconcile and identify any anomalies.

<p>Parcelforce Worldwide</p>	<p>Award Criteria Technical Ment Security</p>	<p>2. To help demonstrate that procedures are secure, there must be a "Track and Trace" audit trail for every package, which records all the key steps of the progress of a package through the Contractor's network i.e. all packages must have a barcode and must be scanned.</p> <ul style="list-style-type: none"> - upon collection - on to vehicles - into hubs/depots - out of hubs/depots, and - upon delivery <p>GPRS transfer of scanning data from handheld devices to a central point would be advantageous</p> <p>Please provide information on the procedures you would use to monitor the progress of a tracked item through your network, including details of how anomalies will be identified i.e. occasions where packages are not scanned at any point in the process.</p>	<p>Please see the attached track and trace document</p>
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Parcelforce Worldwide	Award Criteria - Technical Merit - Security	<p>3.To demonstrate that packages are secure at all points in the process, the "Track and Trace" information above should be accessible to external parties via the internet. Additionally, an interface directly in to the Contractor's systems for DfE to download reports would be desirable. Failing this, DfE requires daily reports from the Contractor showing the delivery status of all items, in the frequency set out in the "call off order". Within this report it must be possible to see consignment number, delivery address, latest status, depot and all scans as a minimum. Please provide detail on how you would meet this requirement? If a system is in place that DfE can have access to, please provide screen shots as an attachment to this question. If you would need to generate reports for us, please provide a specimen report as an attachment to this question. Responses which describe a system which can be accessed to download real time data reports will be awarded a higher score.</p>	<p>Full track and trace is made available via our www.parcelforce.com site providing full tracking data for items using the unique package consignment number. Additionally we will provide enhanced daily reports providing a summary overview and an exception report which details any items that have not received a final status confirmation. The level of detail contained will as a minimum provide the consignment number, delivery address, latest status, depot and all scans. The frequency of this information provided will be in line with the stipulations detailed within the "call off order". Parcelforce Worldwide are currently in the process of further developing our reporting solution and will engage with DfE during the development phase to ensure that this meets with the client's requirements. We have attached a sample of the type of data that will be provided.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Security	<p>4.The Contractor must ensure that packages are kept physically secure at all times. All vehicles must have rigid sides (i.e. no open or curtains sides) and should remain locked at all times. No packages should remain on vehicles overnight. All premises used should have sufficient security provision. Please detail the physical measures you use to keep vehicles</p>	<p>All vehicles used will have rigid sides and remain locked with the trailer carrying the consignments from their collection point sealed with a uniquely numbered bolt seal. The integrity of the seals and indeed consignments will be checked upon arrival into the distribution hub. If the integrity is considered to be sound following check they will be cross docked and despatched to the delivery depot for delivery the next day. If considered to be unsound then the escalation process agreed with DfE will be activated.</p> <p>The units will be tracked using an ISO Track system to the Hubs.</p>

		<p>and buildings secure making reference to any devices such as automatic locking doors, CCTV etc. Please also include details of security plans, certificates and accreditations held.</p>	<p>The distribution units known as the Hubs are protected by manned guarding 24x7x365 and a suite of 147 CCTV cameras recording onto digital recorders where images are stored for 30 days. CCTV cameras would be focused onto the areas in which the DfE product is unloaded and cross docked.</p> <p>Journeys to the depots will be by way of solid sided units and trailers with the units being tracked using an ISO Track system</p> <p>Depots are solid buildings within gated fenced sites with access to the same controlled. Depots are alarmed and monitored 24x7 by a Alarm Response Centre when non operational</p> <p>Access to the buildings is controlled</p> <p>Not all depots have CCTV installed. Those that do record onto recorders and images are retained for 30 days.</p> <p>The security plans for the processing and delivery of the DfE consignments is contained in their management and control through MI scanning and controlled introduction into the delivery depots and onto vehicles with escalation of any discrepancies initiating a response plan.</p> <p>Delivery vehicles will be solid sided. Drivers vehicle security instructions will be refreshed and delivered as part of the communications plan associated with the DfE programmes.</p> <p>Parcellforce Worldwide does not have a security accreditation programme but are currently engaged in identifying a suitable programme to acquire a security accreditation</p>
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Parcelforce Worldwide	Award Criteria - Technical Merit - Security	5.The IT systems employed by the Contractor must be secure and reliable. Please detail the steps that are taken to ensure the security and reliability of your IT systems. Please provide as attachments, copies of ISO27001 certificates if held.	<p>Policies: Group-wide information security policies, standards, principles, patterns in line with ISO 27001 and Data Protection Act</p> <p>Objectives: Confidentiality, integrity, availability, people, process, technology, trust and privacy.</p> <p>Governance: Technology, information security and financial governance via the Project Development Framework (PDF) to ensure security is designed into projects Information security and privacy impact assessments and threat modeling Information security requirements specification Review of solution designs for information security services and controls architecture Vulnerability assessments and penetration tests (for projects and BAU systems)</p> <p>Risk and Compliance: A single risk management framework and a BAU process to assess the security compliance of business critical systems</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Security	6.The Contractor should complete the Security Policy Framework (SPF) attached in the specification as Appendix G and provide the completed SPF as an attachment to this question. Please confirm that the SPF is completed and attached.	Please see the attached completed Security Policy Framework (SPF)

Parcelforce Worldwide	Award Criteria - Technical Merit - Security	<p>7. The Contractor's drivers, including any subcontractors/owner drivers, must be vetted. Please describe the process used for the recruitment and vetting of drivers, including owner drivers (if applicable). Where owner drivers are used, please detail the proportion of owner drivers/subcontractors in your workforce and the duties which they have, which are different to the Contractor's own drivers.</p>	<p>Please see attached document for overview of staff vetting.</p> <p>Parcelforce Worldwide realise the benefits of utilising both employed and owner-drivers. Combinations of these driver types provide variances of fixed and variable costs allowing us to flex our resource to efficiently manage volume fluctuations. In order to achieve this level of flexible resource and costs, 25% of our drivers are self-employed.</p> <p>Our owner-drivers operate under the same processes as our employed drivers, which gives us the added benefit of consistency of service and process. Owner drivers are contractually obliged to provide all services in accordance with Parcelforce Worldwide standards.</p>
Parcelforce Worldwide	Award Criteria - Technical Merit - Security	<p>8. The Contractor's drivers, including any subcontractors/owner drivers, must be clearly identifiable to stakeholders using the service e.g. a uniform should be worn and photographic ID carried. Please describe how you will ensure that drivers will be easily identifying at all times.</p>	<p>Please see the attached Uniform and Photographic ID document</p>