

Call-Off Schedule 20 (Call-Off Specification)

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

RM6171 – Courier and Specialist Services

Lot 1 – Collection & Delivery

National Highways

Specification

1. General

1.1 Introduction and Background

1.1.1 National Highways is a road operator responsible for managing the busiest network in Europe, carrying one-third of all road traffic and two-thirds of freight traffic in England. The strategic road network is a key enabler of economic growth and prosperity and is essential to the quality of life of the nation.

1.1.2 National Highways role is to deliver a better service for road users and to support a growing economy. It operates, manages and improves the strategic road network in the public interest, maintains the network on a day-to-day basis and provides effective stewardship of the network's long-term operation and integrity.

1.1.3 National Highways vision is to revolutionise our roads and create a modern strategic road network across England over the next 25 years. It will play its part in supporting economic growth and shaping a modern Britain to make a real difference to people's lives and businesses' prospects.

1.1.4 National Highways vision comprises of the three imperatives which are:

Safety – the safety of its employees, its service partners and its road users. Our imperative is to get every single one of our colleagues, contractors and customers home safe and well.

Customer Service – the customer service and experience that road users have.

Delivery – the delivery of the governments' road building and maintenance Programme which includes spending over £4 billion a year delivering its road network to its road users, stakeholders and customers.

The Buyer's imperatives set out what we do and the Supplier aligns with these imperatives and supports the Customer in achieving the Client's outcomes.

1.1.5 National Highways values are:

- **"safety** – we care about our customers, delivery partners and workforce and strive to see that no one is harmed when using or working on our network."
- **"integrity** – we are custodians of the network, acting with integrity and pride in the long-term national interest."
- **"ownership** – we have a clear vision for the future of the network and find new ways to deliver by embracing difference and innovation, while challenging conventions."

- **“teamwork** – we have an open and honest dialogue with each other, as well as our customers, stakeholders and delivery partners.”
- **“passion** – building on our professionalism and expertise, we are always striving to improve, delivering a network that meets the needs of our customers.”

These values describe how it will deliver its vision and imperatives, how to treat each other and expect to be treated; how it wants to be perceived as an organisation and how it does business.

1.2 Duration

- 1.2.1 The duration of the Contract will be two years with the option to extend for a further two years, one year at a time.

1.3 Objectives

- 1.3.1 The Buyer’s objectives are:

- To ensure National Highways can distribute postal items both internally to National Highways estate and externally to residential addresses and businesses.
- To provide National Highways with an agreement that is compliant with the Public Contracts Regulations (2015)
- That provides effective movement of National Highways mail and parcels across the organisation,
- And efficiently collects, transports, sorts and delivers mail and parcels in a timely manner.
- We seek to impact positively on the environment and social value through our agreement,
- Whilst providing the best value for money for these services.

2. General Requirements

2.1 Financial Management

2.1.2 The Supplier notifies the Buyer of the name and address of his bank, the account name and number, the bank sort code and any other details required to make direct payments into that account.

2.1.3 The Buyer will require one invoice/month for all Goods and Services from the Service Provider including a backing invoice providing a full breakdown of the services provided in that month. The Buyer does require every site to be shown on the invoice with the relevant cost centre.

2.2 Contract Management

2.2.1 The Supplier shall attend quarterly reviews as organised by the Buyer. The meetings shall be held at the Buyer's premises unless otherwise agreed.

2.2.2 An agenda for the meeting shall be agreed and sent to the Supplier ahead of the meeting.

2.2.3 The review will cover:

- Feedback from key stakeholders;
- Discussion regarding any complaints of poor performance and agreement of actions to address;
- Consideration of any improvements or developments, for example Service Provider is to work in partnership with National Highways to drive efficiencies and savings through innovative solutions and proposals from Service Provider(s) to fulfil their mail requirements.
- Any changes in key personnel, processes, or delivery; and
- Review of key management information to demonstrate the success of the contract.

2.2.4 The Buyer's Account Manager would be expected to attend or to delegate as appropriate when unable to attend.

2.3 Equality, Diversity and Inclusion

2.3.1 The Supplier assists the Buyer in achieving its equality, diversity and inclusion (EDI) ambition to build an inclusive culture that encourages, supports and celebrates diverse voices to improve the experience of its employees, its supply chain (at any stage of remoteness from the Buyer) and its customers. The Buyer's intention is to embed principles of equality, diversity and inclusion into

all areas of its business, driving real change in how it works with its customers and communities, its supply chain (at any stage of remoteness from the Buyer) and its employees.

- 2.3.2 The Buyer believes that to achieve its vision of being the world's leading road operator it needs to deliver an inclusive, accessible road network and services that meet the needs of the diverse customers and communities it serves.
- 2.3.3 This requires the Buyer to work collaboratively with its diverse supply chain (at any stage of remoteness from the Buyer) so that its working practices are inclusive, and the strategic road network is accessible and integrated for both its users and communities living alongside the network.
- 2.3.4 The Buyer therefore requires the Supplier to demonstrate how it develops an iterative approach in supporting the Buyer and in meeting its equality, diversity and inclusion ambitions throughout the contract.
- 2.3.5 The Buyer also believes that to achieve outstanding performance it needs to attract, recruit, develop and retain talented people from all groups within the active labour force and then work to ensure an inclusive environment in which all can thrive.
- 2.3.6 The Buyer expects its supply chain (at any stage of remoteness from the Buyer) to share and promote the same values in terms of equality, diversity and inclusion in recruitment, as well as actively support its wider vision.
- 2.3.7 National Highways EDI policies can be found in Annex A.

2.4 Sustainability

- 2.4.1 The Buyer is committed to supporting the Governments, Greening Government Commitments, 2021 – 2025. The Greening Government Commitments can be found by following this link:

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

- 2.4.2 Specifically, the Buyer seeks to support the Supplier with their strategies to mitigate climate change. Areas of focus need to be:
- Working towards 25% of their car and van fleet to be ultra-low emission vehicles (ULEV) by 31 December 2022, and for 100% of the car and van fleet to be fully zero emissions at the tailpipe by 31 December 2027
 - Reduce the emissions from domestic flights by at least 30% from a 2018 baseline

2.4.3 The Buyer seeks to support the Supplier with their strategies to minimise waste and promote resource efficiency. Areas of focus need to be:

- Reduce the amount of waste going to landfill to less than 5% of overall waste.
- Increase the proportion of waste which is recycled to at least 70% of overall waste.
- Remove consumer single use plastic (CSUP) from the central government office estate.

2.5 Corporate Social Responsibility

2.5.1 National Highway guidance requires the Buyer must only consider social value matters which are relevant to what is proposed to be procured. The Buyer must also only consider those matters to the extent to which it is proportionate, in all the circumstances, to take those matters into account.

2.5.2 The Buyer seeks to support the Supplier to appropriately develop small businesses and local communities. Appropriate support requires a good understanding by the Supplier of Modern Slavery Risks associated with Owner/Drivers, holiday/statutory sick pay, working time directive, loans and zero-hour contracts. This is not an exhaustive list.

2.6 Management Information

2.6.1 The Buyer expects that all management information stored by the Supplier will be easily accessible and exportable at any time in a format agreed with the Buyer.

2.6.2 The Supplier will provide monthly and annually reports to National Highways for the Goods and/or Services provided. The monthly reports shall include but shall not be limited to the following content:

- Any accidents, injuries or wellbeing occurrences
- Data demonstrating Performance against the Service Levels detailed in this schedule.
- Breakdown of Transaction Activity by day:
- Breakdown of daily committed expenditure by National Highways;
- Complaints, Issues and Risks; including proposed remedial actions or actions taken

2.6.3 Reports shall be submitted to the Contracting Body by the Supplier no later than the 10th working day of every calendar month covering the previous month's activities.

2.6.4 The Supplier shall provide reports electronically in MS or PDF format. Where appropriate, the reports shall include statistical data (including visual repre-

sentation of the statistics where relevant) as well as written summaries explaining such data.

2.7 Service Levels and Performance Management

- 2.7.1 In addition to the Service Levels within 'Call off Schedule 14 – Service Levels' the Service levels and performance will be monitored by the contract manager and the Collaborative Performance Framework (CPF).
- 2.7.2 The Buyer will provide training on the CPF.
- 2.7.3 The Supplier uses the current version of the 'Collaborative Performance Framework' (CPF) (see 2.5.11) in order to accurately measure their performance. The Supplier follows the processes set out in the "Guidance" sheet within the CPF toolkit and the relevant guidance documentation on the Supply Chain Portal, in relation to the use of performance scores to drive improved performance.
- 2.7.4 The Supplier uses the current version of the CPF, records performance against each of the relevant indicators in the CPF and assists the Buyer in the development of the CPF by proposing and developing ways in which improvements can be made to the CPF.
- 2.7.5 The scores recorded by the Supplier against each CPF indicator are submitted to the Project Manager for moderation. Once moderated, the Supplier submits by return to the relevant CPF email address. The instructions for identifying the relevant CPF email address and the relevant working day in the month for submission are set out in the CPF instructions on the Supply Chain Portal.
- 2.7.6 The first CPF covers months 1-3 from the starting date and are thereafter submitted quarterly.
- 2.7.7 The Supplier undertakes a performance review addressing all aspects of performance on a quarterly basis, or as instructed by the Project Manager in accordance with the CPF.
- 2.7.8 The acceptable Performance Level is 6 and is measured in accordance with the CPF.
- 2.7.9 Where the Supplier's performance is below the Performance Level, this is treated as a substantial failure by the Supplier to comply with its obligations under the contract.
- 2.7.10 The Buyer leads additional annual reviews to assess all aspects of supplier performance and trends in performance indicators. The Supplier assists with

any additional reviews as requested by the Project Manager.

2.7.11 Obtain the latest version of the relevant CPF toolkit from the Supply Chain Portal:

<https://highways.sharepoint.com/sites/SPI/SitePages/Supplier-Performance-Improvement-Team.aspx>

2.7.12 A copy of the CPF toolkit can be found in Annex B.

3 Service Specification

3.1 General

- 3.1.1 National Highways are working collaboratively to seek a Supplier with the appropriate product range, experience and competitive pricing to supply collection and delivery services.
- 3.1.2 A key driver behind this Contract is the reduction of costs associated with the supply of services and associated solutions. The challenge for Supplier is to ensure the competitiveness of their services not only in comparison with other providers but with other technologies and services available.
- 3.1.3 Critical to the success of the contract are:
- Joint and partnered strategies that clearly deliver on cost saving targets;
 - Appropriate services that achieve efficiencies;
 - Compliance with standards, security and confidentiality requirements;
 - Excellent Management Information that delivers an immediate and clear picture of progress;
 - Outstanding service, determined by what the Buyer needs, not by what the Supplier has to sell;
 - Relationships that identify and focus on the priorities that delivers excellence in public service and value;
 - Proactive strategies that analyse and report potential areas for increased efficiency and sustainability;
 - Strategies that facilitate business transformation in order to produce and reduce overall costs in the mail environment.

3.2 National Highway Specific

- 3.2.1 In addition to the Mandatory Requirements for all lots within the Crown Commercial Services Framework (RM6171) and the Lot 1 Specific Requirements in Annex 1 of the same Framework, National Highways have the additional requirements:

3.3 Location

3.3.1 National Highways is seeking a Service Provider with the appropriate product range, experience with competitive pricing to supply Courier Services to its estate listed at Annex C, Appendix 1:

3.3.2 Daily

The Buyer has a requirement for the daily collection and delivery to specific NH facilitated admin hubs where delivery and collection times have been organised with our TFM Supplier. The facilitated admin hub addresses are in Annex C, Appendix 2 – National Highways Delivery and collection times.

3.3.3 Other National Highways

All other National Highway addresses, listed in Annex C, Appendix 1, will be served, as requested by the customer on an ad-hoc basis, potentially at short notice, giving at least 24 hours' notice.

3.3.4 Other non-National Highways

Mail will also be collected and delivered to home addresses, universities, non-NH businesses (this is not an exhaustive list). These services will be requested on an ad-hoc basis, potentially at short notice, giving at least 24 hours' notice.

3.3.5 Inspection of sites is not possible. Postcodes are provided for each site, in Annex C, Appendix 1, National Highways site addresses. Times agreed with our Total Facility Management Suppliers for delivery and collection at admin hubs are listed in Annex C, Appendix 2.

3.3.6 Review of Annex C will be carried out at the quarterly reviews. Any amendments will be agreed in writing.

3.3.7 Any further training required when any new site becomes part of the National Highways estate will be provided free of charge.

3.4 Insurance on deliveries

3.4.1 Insurance to compensate for lost, damaged or destroyed items must be maintained in sufficient value to cover the loss, damage or destroyed items. The Buyer is to inform the Supplier of high value items.

3.5 Same Day Deliveries

3.5.1 The Buyer may have urgent same day deliveries to any address (ad-hoc).

3.5.2 The Supplier shall provide a tracking service for same day deliveries, which as a minimum must include a web-accessible tracking service that can monitor the delivery stages of an item from the collection point to the delivery point.

3.6 Bulk Couriers

- 3.6.1 The Buyer may have requirement to send bulk items, such as pallet deliveries to NH and non-NH addresses.
- 3.6.2 The Supplier will provide Bulk delivery capability.

3.7 Secure deliveries

- 3.7.1 The Supplier will provide next day tracked signature service, which includes collecting consignments from, and make deliveries to addresses within the National Highways estate and non-NH addresses

3.8 Overnight deliveries

- 3.8.1 The Supplier will provide a tracking service for overnight deliveries, which as a minimum must include a web-accessible tracking service that can monitor the delivery stages of an item from the collection point to the delivery point.

Annex A – Equality, Diversity and Inclusion Policies

Please refer to documents titled:

- SPECIFICATION - ANNEX A - Anti-Slavery (Human Trafficking) Policy
- SPECIFICATION - ANNEX A - Respect at Work Policy Procedure

Annex B – Collaborative Performance Framework (CPF)

Please refer to document titled 'SPECIFICATION – ANNEX B – CPF Example'

Annex C – National Highways Estate Addresses

Please refer to document titled:

SPECIFICATION – ANNEX C - Appendix 1 - National Highways Estate Addresses

SPECIFICATION – ANNEX C - Appendix 2 – National Highways Delivery and collection times