

RM6389 NHS NOTIFY PRINTED COMMUNICATIONS AND RELATED SERVICES

Scope and Specification

Lot 1 - NHS Notify printed communications and related services.

**Contents**

[**1. Introduction 2**](#_yggq1dv7r87z)

[**2. Framework Contract Structure 3**](#_gfecdtt1tlbl)

[**3. NHS Notify Supplier Integration requirements 3**](#_d7ku152pymeh)

[**4. NHS Notify Proofing and Transfer Requirements 6**](#_vfgoxwlgr5ey)

[**5. NHS Notify Printed Communication Pack Specifications 7**](#_95e6gd6sidad)

[**6. Postage Services 13**](#_jxfmt2hjrd46)

[**7. Customer Service and Contract Delivery Requirements 13**](#_s7gzy6hyymfg)

[**8. Call-Off Process 27**](#_hgrgttsualwe)

[**9. Performance Levels and Service Credits 28**](#_6yidd2lshaw2)

[**10. Reporting and Invoicing Requirements 28**](#_x1elvjlemrz8)

[**11. Prompt Payment of the Supply Chain 29**](#_bwplgwgyh0fh)

[**12. Quality and Standards Requirements 29**](#_hqy0dalegrm5)

[**13. Social, Environmental and Sustainability Requirements 35**](#_ft3v1hxhbx0s)

[**14. Exit and Transition Requirements 40**](#_6qh59r9ev4hq)

# **Introduction**

* 1. The purpose of this Framework Contract is to provide Buyers with access to Suppliers who will manage a Buyer’s NHS Notify printed communications requirements, providing fully managed printed communications, postal services, pre-production services and accessible formats. A UK wide agreement available to all public sector organisations with NHS Notify requirements.
  2. The aim of NHS Notify is to act as a middleware solution that is a scalable, centralised and standardised way to send and manage communications; it allows users who provide services on behalf of the NHS to send health communication requests directly to patients.
  3. The scope covers printed letters and postal mail for both standard letters and accessible letters on behalf of the NHS and health authorities, sending communications such as, but not limited to: invitations for vaccinations, cancer screening, vaccination appointment booking, secondary care referral appointment booking. Also including (but not limited to): braille, large print, multiple languages, audio CD and easy read.
  4. This Framework Contract will be open for use to all public health sector organisations; it is anticipated that this Framework Contract will be used only by Buyers who have NHS Notify printed communication requirements who need the support and expertise of a print manager.
  5. The duration of the Framework Contract shall be for a period of four (4) years, plus a non-trading implementation period of up to three (3) months. The three (3) month non-trading implementation period shall be used to integrate the Suppliers to the NHS Notify system.
  6. It is intended that this Framework Contract shall be viewed as the principal commercial agreement for Government health organisations to source NHS Notify printed communication requirements. However, the use of this commercial agreement is not mandated.
  7. Buyer organisations will have varied requirements, volumes and print knowledge. The Supplier will need to be flexible in their approach to accommodate this position.
  8. The Supplier shall provide a cost effective, flexible, high quality and value for money service capable of fulfilling the Buyer requirements.
  9. The Supplier must be capable of being able to deliver the full range of Goods and Services within the scope of this Framework Contract. This can be either entirely from their own organisation or with the use of Subcontractors.
  10. The provision of the NHS Notify Printed Communications and related services encompasses a variety of services. The actual services required by the Buyer shall be defined during the Call-Off Procedure; as such Buyers may require only a part of the full service offering. The Supplier shall be flexible to accommodate a potential mix of requirements, depending on the Buyer requirements.
  11. This Framework Contract **does not** include multi-functional devices.

# **Framework Contract Structure**

* 1. The Framework Contract consists of one (1) lot:
     1. Lot 1 NHS Notify Printed communications and related services including postal services and accessible formats. This is a multi-Supplier Lot and Buyers will be able to use Award Without Competition (AWOC) or a Competitive Selection Process (as detailed in Framework Schedule 7 (*Call-off Award Procedure*)).
     2. The Supplier shall be responsible for the provision of all Deliverables required under this Framework Contract, which may include the use of Key Subcontractors.
  2. This Framework Contract shall be managed centrally by CCS and the individual Call-Off Contracts shall be managed by Buyers

# **NHS Notify Supplier Integration requirements**

* 1. The Supplier shall integrate with the NHS Notify system within the initial 3 month implementation period that follows Framework Award.
  2. This section is an indication of the NHS Notify integration requirements and may change prior to Framework Award. Any changes to the integration requirements will be communicated by the NHS Notify team.
  3. This integration will be managed by the NHS Notify team.
  4. The Supplier will not be able to compete for or be awarded any Call-Off Contracts until their integration to the NHS Notify system is complete and confirmed by the NHS Notify team in writing.
  5. The NHS Notify integration provision is not chargeable and shall be provided by the Supplier as part of the overall delivery of the contract.
  6. NHS Notify will provide an SDK (Software Developer’s Kit) for the API with working examples for implementing the integration. Suppliers will need to adapt the examples or implement a custom integration based on the API specification.
  7. The API aims to provide a model which will allow each Supplier to automate the processes of both creating a processing workflow for a specific letter Specification and the production of Letters. This encompasses the required Artwork for each type of letter, Proofing of that artwork and samples of test messages, Batches of print-ready letter content, Status Updates or Cancellations during production and Management Information reports.
  8. The technology stack will include but not be limited to:
     1. NHSE API Management Platform
     2. JSON:API
     3. OpenAPI v3
     4. PDF
     5. tar+gzip compression (.tgz)
     6. ECDSA signatures
     7. SHA256 hash function
     8. JWKS key publishing
     9. OIDC authentication
  9. The Supplier shall provide project management and technical service support for the NHS Notify integration in the following key areas
     1. **Planning**; identifying the key deliverables and resources required to achieve delivery of the project to meet NHS Notify requirements.
     2. **Execution**; ensure that the ongoing correct allocation of resources and delivery of the assigned tasks by team.
     3. **Monitoring** of progress to ensure delivery of the planned project including providing support in overcoming any obstacles and risk management.
  10. In order to onboard with NHS Notify as a print Supplier, the Supplier shall;
      1. Request an ODS code for their organisation if not already registered

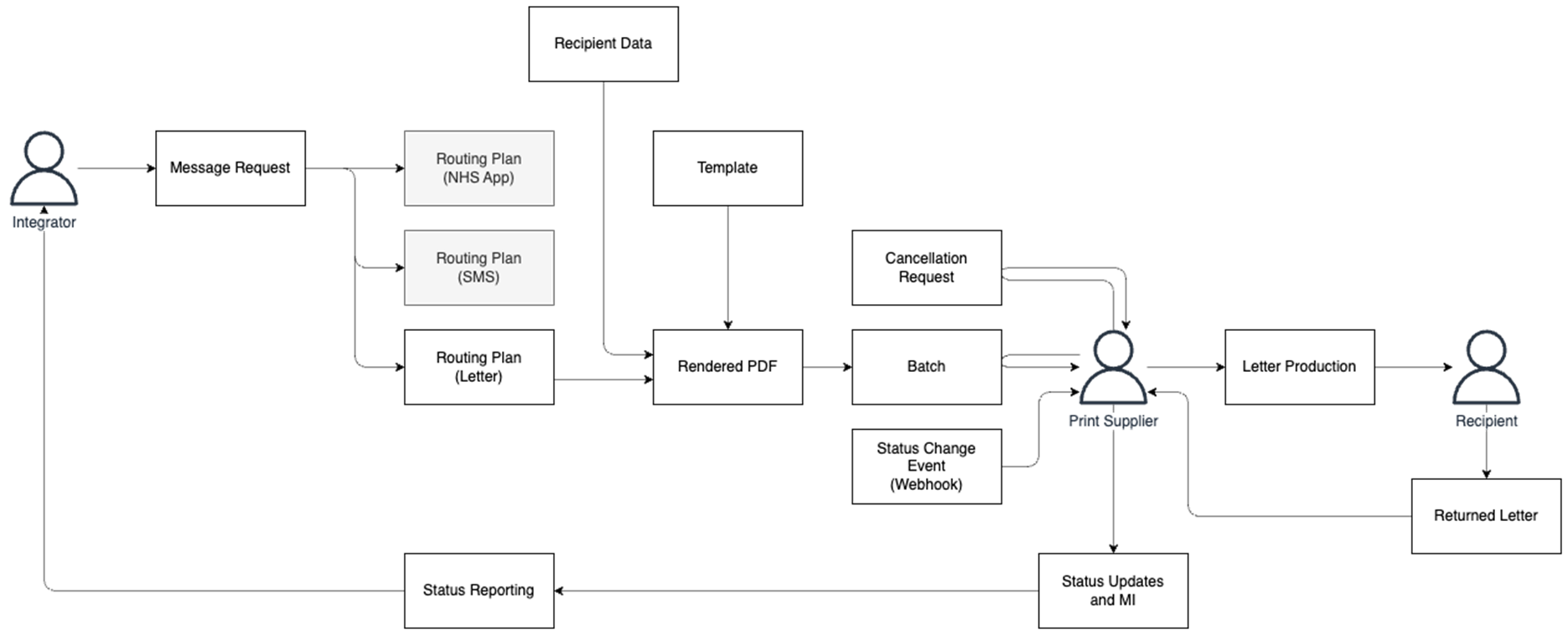
[Registration](https://www.dsptoolkit.nhs.uk/Account/Register)

* + 1. Sign up with the NHS API Management platform via the Digital Onboarding Service

[Digital onboarding - NHS England Digital](https://digital.nhs.uk/developer/guides-and-documentation/digital-onboarding)

* + 1. Request integration environment (INT) setup with the NHS Notify team
    2. Complete self-service integration testing against INT API
    3. Complete test assurance with NHS Notify team
    4. Complete production smoke-test with NHS Notify team
  1. A diagram detailing data flow and communication mailout process is provided below, for information purposes to assist in the understanding of the requirements.

**Diagram 3.1 Data flow and mailout process**



# **NHS Notify Proofing and Transfer Requirements**

* 1. This section is an indication of the NHS Notify proofing and data/letter transfer requirements and may change prior to Framework Award. Any changes to the proofing and data/letter transfer requirements will be communicated by the NHS Notify team.
  2. The Supplier shall be expected to provide initial pre-production base lettertext proofs to the NHS Notify team for all new Lettertext Template versions supplied throughout the duration of the framework. Once approved, Suppliers will not need to re-proof those approved Lettertext Templates on an ongoing basis.
  3. The Print Supplier API will provide a Supplier and Lettertext Template agnostic process for producing business-as-usual (BAU (See section 5)) and Same Day Critical Activity letters for the NHS.
  4. NHS Notify will render a print-ready personalised letter body as a PDF. The PDF will form the basis of the production of a letter.
  5. The Supplier shall provide the Buyer with pdf proofs for any envelopes before proceeding with envelope production. The Supplier shall ensure correct envelope window size, position, return address and mail indicia to ensure letters achieve the optimal postage service.
  6. Some communications packs may not fit the regular BAU Lettertext Template of letter (bespoke requirements or campaign led activity) and envelope and accessible envelope artwork, or additional inserts may be required. These bespoke specifications will be configured in the NHS Notify Print Supplier API and Suppliers will be required to complete a proofing process for this. Proofs will be approved by the integrator and specification status updated to reflect this before production is requested.
  7. All file and data transfers will only be made via the NHS Notify API or alternative NHS secure protocols.
  8. Suppliers will need to fetch Batches of messages from the API as a compressed archive of PDF files. These files are print-ready personalised letter bodies which should be used in combination with a specification to produce the final letter packs.
  9. The Supplier shall update the status of each letter via the API.

# **NHS Notify Printed Communication Pack Specifications**

* 1. **NHS Notify Printed Communications**
  2. This section is an indication of the NHS Notify printed communication pack requirements and may change during the lifetime of the framework. Any changes to the proofing and data/letter transfer requirements will be communicated by the NHS Notify team.
  3. **Mailing Services:** It is anticipated there will be 3 main activity categories of NHS Notify printed communication requirements. All Suppliers shall be able to provide all activity categories. The categories include but are not limited to:
     1. BAU Activity (Ongoing Daily mailings);
     2. Campaign Led Activity (Seasonal and Ad-Hoc mailings);
     3. Same Day Critical Activity (Urgent mailings with same day data receipt and mail release - late Royal Mail collections will be required). Royal Mail 1st class standard tariff or Royal Mail 1st Class advanced post required for next day landing.
  4. This will include but is not limited to database management, printing of items, personalisation, finishing, and collation, enclosing and mailing of items to end users all in line with market and industry standards.
  5. . The Supplier shall:
     1. Source all printed items for inclusion in direct mail including base letterhead paper stock, outer envelopes, and additional inserts if required;
     2. The Supplier shall provide direct mail services which require data personalisation
     3. Print variable data including but not limited to text, in multiple languages including right to left fonts;
     4. Store and manage data on a secure database. (e.g. by providing legally admissible copies of records where the Buyer has a legal requirement to store data);
     5. Prepare validated cohort file data to buyer specified postal service level.
     6. Provide collation and enclosing
     7. Receive, scan and destroy returns; and
     8. Destruction of validated cohort data file within 30 calendar days.
  6. The Supplier shall produce and release to the mail 100% of data records received. All spoils shall be captured, securely destroyed, regenerated and released to the mail.
  7. The Supplier shall be able to handle ad-hoc specification changes and amendments from the Buyer and their customers.
  8. **Additional Attachments** are intended to be produced inline with the BAU specification. They are additional pages of PDF content which must be printed on-demand alongside the personalised letter body and appended to the pack pages. Attachments are specified at the Batch level to avoid repeated inclusion of the same data in individual message bodies/letters.
  9. **Additional Inserts** are produced separately to the letter body and may require an alternative production process. They must be enclosed alongside the message body/letter. Inserts are defined in a bespoke letter specification and require a proofing stage before they can be requested for production
  10. **Hold and Cancellation** - In exceptional circumstances NHS Notify may request hold or cancellation of a Batch or individual message. Holds and Cancellations are understood to be best-effort and messages must be extracted from the message stream as early in the process as possible. Messages must be held until confirmation is received from NHS Notify. NHS Notify will confirm via API or otherwise whether the held messages must be cancelled, at which point partially produced packs should be destroyed. Any held messages which should be released must be reintroduced to the production process where possible, or a new pack produced if not.
  11. **Returns Management** - The Supplier shall have the ability to generate / manage unique recipient reference barcodes that enable letters to be scanned and identified in the event of returned/undelivered mail.
  12. Provide scanning services not limited to on/off-site scanning/mail rooms, indexing, cherish document return/processing, gone away processing/tracing, whitemail, and back office process automation through the inbound process.
  13. Provide Inbound records management and processing (e.g. where Buyers require the Supplier to process returned mail via letter processing, provision of PO Box Addresses, mail opening, review, scanning, mail forwarding, and record/data return (physical or digital).
  14. Suppliers must scan any returns using marks/barcodes applied during production to determine the reference ID for that letter, and report the letter status as ‘Returned’ including using a standard provided list of reason code including NHS notify string and campaign info.
  15. For unidentified correspondence directed to the NHS, the Supplier must scan the correspondence and upload the image to the API as a return Batch.
  16. **Accessible formats:** Suppliers shall provide the same content in accessible formats and in other languages for any call-off activity as specified by the Buyer during their Call-Off Procedure such as:
      1. Alternative languages
      2. Large Print
      3. Audio CD
      4. Braille
      5. Easy read
      6. Coloured base paper for dyslexic readers
  17. Accessible formats will be defined as BAU specifications. Additional accessible formats may be defined in future as new specifications.
  18. The Supplier shall provide a daily report status of which files have been sent to RNIB to produce and subsequent release confirmation.
  19. The personalised letter body for the accessible formats will be provided as an English-language PDF in the same way as standard letters.
  20. The Supplier shall implement a process for adapting the letter to the requested format.
  21. Each accessible format pack shall contain both the accessible format and the standard pack.
  22. Large print, audio and braille accessible format packs must be posted using the Articles for the Blind service from Royal Mail, unless insufficient production capacity at RNIB dictates another provider is required.

[Articles for the Blind at Royal Mail](https://www.royalmail.com/sending/articles-blind)

[Articles for the Blind RNIB](https://www.rnib.org.uk/living-with-sight-loss/money-and-benefits/cost-of-living-payments-and-information/free-postal-service-articles-for-the-blind-scheme/)

* 1. **Related Services**
     1. Buyers shall specify their related service requirements during the Call-Off Procedure, and where such services are required this section specifies the minimum mandatory scope and specification for each of the services that are applicable to Lot 1.
  2. **Pre-production Services**
     1. The Supplier shall provide pre-production services which shall include:
        1. PDF proofing
        2. Artwork and proofs in a digital format;
        3. Hard copy artwork and proofs;
        4. Print ready artwork;
        5. Artwork ready for online publishing, e-Communications, HTML, GovSpeak;
        6. Artwork for online templates;
        7. Agreed accessibility standards
     2. **Basic design, art working and page layout** This shall include, but not be limited to the creation and supply of artwork ready for print and digital publishing; which will typically involve the interpretation and application of a Buyer organisations brand guidelines and retouching services.
     3. **Typesetting:** The Supplier shall provide typesetting services; to a pre-agreed style and type specification, as detailed by the Buyer during the Call-Off Procedure, producing a finished document ready for printing and digital publishing.
     4. **Copy editing:** The Supplier shall provide copy editing services to include, but not limited to, developing style and formatting copy for print.
  3. **Digital Asset Storage**
     1. The mailout provider shall have secure storage provision for uploaded content e.g: samples files, Lettertext Templates, artwork, redacted content and produced communication samples.
     2. The Supplier shall ensure all digital assets are meta-dated/version controlled to enable the assets to be stored and extracted in a coordinated and controlled way.
  4. **Print production in a variety of formats (including accessible print)**
     1. The Supplier shall provide a full range of operational print using web offset, lithography, laser, inkjet and digital machinery with varying levels of output from low to high volumes and in a variety of formats to ensure the range of Buyer requirements can be met.
     2. Print requirements shall be defined by Buyers during the Call-Off procedure, this is anticipated to include but not be limited to letterheads, leaflets, braille, audio CD, large print, and outer envelopes.
     3. **Supply of Raw Materials;** The Supplier shall source all raw materials required for the production of the required print items; including but not limited to:
        + 1. **Paper and Paper products;** The Supplier shall source all raw materials required for the printing and finishing process including, but not limited to, paper and board stocks in accordance with the Minimum Quality Standards set out in paragraph 12.1 (Minimum Quality Standards). The Supplier shall note that Buyer organisations may have specific paper requirements, which may include both virgin and recycled stocks, this shall be detailed during the Call-Off Procedure.
          2. **Envelopes;** The Supplier shall supply a full range of envelopes and the facility to provide plain stocks and bespoke or overprinted envelopes in bulk quantities, together with stock holding and stock call-off facilities. The Supplier shall ensure correct return address, window position and PPI/Indicias are used.
  5. **Print Stock Management and Distribution Service**
     1. The Supplier shall provide a print stock management and distribution service for print and print related items.
     2. The Supplier will need to be flexible in their approach to accommodate different Buyer’s requirements who may require all or part of the service offered by the Supplier. The Supplier shall design appropriate solutions which best meet Buyer requirements as outlined in the Call-Off Procedure.
     3. The Supplier shall ensure that this service offering includes:
        1. The provision of a scalable warehousing facility for the stocking of all print and print related materials including distribution services.
        2. The provision of appropriate systems and processes to provide a robust inventory management service for Buyers.
        3. Provide accurate stock levels, which are updated with correct stock level information each Working Day.
        4. Allow the monitoring of minimum stock levels and replacements
        5. Monitor the availability of time sensitive materials.
        6. Monitor maximum stock levels to ensure Buyers are not carrying too much value in stock based on previous and projected consumption rates.
        7. A stock management service which includes storage and call off facilities, a proactive monitoring of stock levels on behalf of Buyers to minimise stock holding and any stock outs, obsolete stock and wastage, by for example monitoring call off patterns.
        8. A consignment stock service whereby the Supplier holds stock on behalf of the Buyer. The Supplier shall ensure that the items and the maximum/minimum value of the consignment stock holding is defined as part of the Call-Off Procedure and as detailed in Call-Off Schedule 27 (*Consignment Stock*).
        9. The provision of print brand management for Buyers where required this is expected to be required to ensure the current up to date branding is applied.
     4. The Supplier shall work with Buyers where required to agree optimum stock levels. To ensure best value for money is achieved for Buyers and utilise stocking facilities to stock items only where appropriate, taking into account all the factors relating to cost including stock holding costs, print on demand cost and bulk print cost benefits.

# **Postage Services**

* + 1. The Supplier shall provide postage services for any call-off activity.
    2. The Supplier shall provide mailing and related services to include liaison with and management of postal providers.
    3. The Supplier shall provide postage services that take into account; fluctuations in demand, the potential for additional mail collections in peak periods, and late Royal Mail collections for Same Day urgent mailing activity to ensure all packs are processed for next day doormat arrival.
    4. The Supplier shall provide postage delivery services that meet the Buyer’s end delivery timescale requirements as specified at call-off and provide status reports for the processing of the mail when requested.
    5. The Supplier shall provide recommendations for postal service improvements and cost improvements.
    6. The Supplier shall use their expertise and up to date market intelligence to provide guidance to the Buyers to enable the optimisation of postal discounts (including any applicable volume related discounts and promotional discounts) and maximise savings.
    7. The Supplier shall provide Digital Mapping and postal address identification (where Buyers require self-serve or online address list identification for use in Mailings/distributions).
    8. It is anticipated that all postage will be sourced via the Supplier’s postage accounts. Where appropriate Buyers may wish to access their own separate courier and/ or postal contracts or accounts and opt to use this as a means of delivery. CCS therefore seeks a co-operative approach by the Supplier in considering opportunities for Buyer utilisation of Buyers’ own or other CCS commercial agreements.

# **Customer Service and Contract Delivery Requirements**

* + 1. The Supplier will be expected to provide the following Services under the framework in accordance with the Performance Measures set out in Call-Off Schedule 14 (*Performance Levels*).
    2. The Supplier shall provide a fully managed end to end service which delivers a Buyer’s NHS Notify printed communications requirements, providing fully managed printed communications, postal services, pre-production services and accessible formats.
    3. Printed communication requirements shall be defined by Buyers during the Call-Off Procedure, as Buyers may not require the full range of Services offered by the Supplier.
    4. The Supplier must have a process to notify/inform Notify of whether the batching (or grouping) of communications will save time and/or costs. This functionality must be seamless, on-going, and proactive. This will allow Notify and their customers to make the relevant decision suitable for every communication.
    5. The Supplier shall provide project management support when this is required by NHS Notify to support the delivery of Services in scope of this Framework Contract to ensure a successful delivery.
    6. The Supplier shall fully support the provision of high risk services (such as big citizen impact) requirements.
    7. The core service and contract delivery requirements for the NHS Notify printed communications and related services framework are as follows:
  1. **Buyer Account Management Services**
     1. The Supplier shall provide a full end to end NHS Notify printed communications and related services account management support to Buyers, from the concept stage, assisting Buyers in defining the best solutions to best meet their print needs, through to the full operational delivery of the required print products.
     2. This shall include the following as a minimum;
        1. Assistance and advice to evaluate and assess Buyer requirements to ensure the best solution is selected (for example best value quantities for a print run, or base stock type for print, or postage service etc);
        2. Sourcing the best value manufacturing facility;
        3. Provision of quotes, from the Suppliers supply chain;
        4. Ensuring quotes obtained are competitive and appropriate to meet the needs of the Buyer;
        5. Proposing alternative solutions that may provide better value and/or better results and communicating these proposals to the Buyer
        6. Management of orders placed, including ensuring on time delivery of Goods;
        7. Management of all Buyer’s complaints including quality or delivery.

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

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

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

Supplier Staff shall be located on the Supplier premises.

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

* 1. **Transition of Services**
     1. The Supplier is required to undertake a robust transfer of services where required by Buyers as their Call-Off Contracts or other previous service delivery arrangements expire.
     2. The Supplier shall, following Framework award, develop a transition plan and ensure this includes the following:
        1. The Supplier shall undertake a full assessment of each Buyer requirement as part of the on-boarding process, with appropriate due diligence to achieve both a smooth transition to the new Framework Contract and recommendations as early in the process as is practical to achieve value for money and identified savings.
        2. Ensure that the plan encompasses the scope of the Buyer’s requirements (for example if they require postal services).
        3. Due diligence to ensure information on the scope of requirements, risks, and Buyer objectives are fully understood to ensure a smooth transition.
     3. The Supplier shall appoint an implementation team with a named implementation manager, with a minimum of two years’ experience, in a relevant print management environment. Resources must be maintained during the transition period regardless of your other commitments. The Supplier shall provide details of the named implementation manager(s) to CCS within 5 working days of the Framework Start Date.
     4. The Supplier shall work cooperatively with the Buyers to ensure a systematic, planned and robust transition.
  2. **Implementation of Buyer Call-Off Contracts**
     1. The Supplier Framework Manager shall work closely with Buyer organisations to implement their respective Call-Off Contracts.
     2. The Supplier shall ensure that adequate and appropriate resources are available at all times to ensure the smooth implementation of Buyer Call-Off Contracts and that service levels for Buyers are not compromised during periods of peak demand.
     3. The Supplier shall note that all web-based solutions are subject to Buyer’s restrictions.
        1. The Supplier shall liaise with the relevant Buyers to determine network boundaries, governed by individual departmental security guidance. The Supplier shall ensure that the proposed solution complies with all requirements specified by Buyers.
        2. The Supplier shall ensure that web-based solutions are capable of working on Buyer’s systems utilising a minimalist approach to the use of interactive technologies.
     4. The Supplier shall ensure that recommendations for improvements are documented and managed as part of the on boarding and throughout the lifetime of Contract.
  3. **Framework Contract Management** 
     1. The Framework Contract shall be managed by CCS and the Call-Off Contracts shall be managed by each Buyer organisation.
     2. Lot 1 is a strategic Lot to be managed via a partnership approach, this shall be reflected in the Framework Contract Management of this Lot.
     3. The successful delivery of this Framework Contract will rely on the ability of the Supplier and CCS to develop a strategic relationship immediately following the signing of this Framework Contract, and maintaining this relationship throughout the Framework Contract Period.
     4. To achieve this strategic relationship, there will be a requirement to adopt proactive framework management activities, which will be informed by quality Management Information, and the sharing of information between the Supplier and CCS.
     5. The Supplier shall provide CCS a suitably qualified nominated contact (the "Supplier Framework Manager") who will take overall responsibility for the deliverables required within this Framework Contract, as well as a suitably qualified deputy to act in their absence.
     6. The Supplier Framework Manager’s details shall be provided within five (5) Working Days of signing the Framework Contract. The nominated Supplier Framework Manager shall have a minimum of two years relevant industry experience.
     7. The Framework Contract shall be managed by CCS via a combination of reviews of the Supplier’s performance against the Performance Indicators (refer to Framework Schedule 4 (*Framework Management*)), and via discussions and information-sharing on a regular basis between CCS and the Supplier.
     8. The Supplier shall provide management information reports on their performance against the Performance Indicators on a monthly basis, together with the appropriate supporting evidence.
     9. The form and frequency of such discussions between CCS and the Supplier shall be established during the initial three (3) Months of the Framework Contract Period and will be subject to review on an ongoing basis, to ensure that this remains fit for purpose. It is anticipated that any face to face meetings will be no more than once a month.
     10. **Value for money and continuous improvement** will continue to be the focus for the Public sector. The Supplier shall take a proactive role in the development and implementation of measures which deliver improvements in the delivery of Buyer requirements, adopting both a holistic/strategic and localised approach in the development of ideas and plans for developing initiatives and ideas for improvements.
     11. The Supplier shall, throughout the duration of the Framework Contract use their expertise and provide guidance to Buyers to ensure value for money.
     12. The Supplier shall develop a continuous improvement plan which outlines the initial planned improvements for the Contract. This should include both strategic, transformational and local level proposals. The plan shall include but not be limited to the following areas:
         1. A paper strategy; should a public sector paper strategy be developed to benefit all government organisations; the Supplier shall be required to support CCS in its development and implementation.
         2. Support in the production of market supply reports to help CCS and Buyers mitigate supply chain risks across the Printed Communications sector.
         3. Developing electronic / digital processes to provide an improvement for customers in the ordering and invoicing process thereby improving the customer journey and providing access to transparent pricing and demonstrating value for money.
     13. When implementing continuous improvement plans, initiatives or innovation, the Supplier shall have an established change management procedure, including communications plans, training requirements, contingency planning and subsequent lessons learnt activities, to ensure the effective delivery of Buyer requirements with minimal disruption.
     14. The Supplier shall develop a process to regularly and clearly demonstrate value for money being delivered to include but not be limited to the following:
         1. Transparency of pricing and savings.
         2. Benchmarking across your supply chain, in relation to market prices on a continual basis, to ensure your pricing remains competitive, and how benchmarking will be used to demonstrate and report to Buyers on value and benefits.
         3. Case studies, approved by Buyers demonstrating benefits achieved through this framework to be available for publication on the CCS website.
     15. Identification of new or potential improvements to the provision of the Deliverables; such as:
         1. sustainable savings from alternative solutions
         2. savings from alternative sources of supply
         3. savings from existing sources of supply
  4. **Ordering of Goods**
     1. The Supplier shall provide the ability for Buyers to place orders from Monday to Friday 08:30 to 17:30 excluding UK Bank Holidays.
     2. The Supplier shall provide a variety of ordering routes for Buyers. Buyers shall specify the ordering route/s required during the Call-Off Procedure, and shall include the following as a minimum:
        1. Buyer API (preferred route)
        2. Organisations purchase to pay systems
        3. Email
        4. Telephone
  5. **Complaints Handling**
     1. The Supplier shall provide a robust and auditable complaints procedure for logging, tracking, investigating, managing, escalating and resolving complaints initiated by the Buyers.
     2. The Supplier will acknowledge all tickets (incidents, requests and problems) logged with them within one working day. Unless otherwise agreed as part of the Call-Off Contract. The Buyer may wish to establish shorter times for different severities of incidents, requests and problems.
     3. As part of a Call-Off Contract the Buyer may require that some incidents require a PIR (Post Incident Report). The Supplier’s PIR will include but not be limited to, an executive summary, timeline of events, details of the underlying root cause, details of completed or planned in permanent fixes and any service improvements to prevent a reoccurrence.
     4. The complaints procedure shall comply with the following: All Complaints shall be logged and acknowledged within twenty-four (24) hours of receipt (assuming a standard working week pattern).
     5. All complaints shall be recorded, together with the actions and timescales taken to resolve the complaint.
     6. The Supplier shall analyse and identify any patterns of complaints and bring these to the attention of CCS as part of the Framework Management review process and to enable prompt mitigation.
     7. The Supplier shall provide an escalation route for any complaints that have not been resolved within the specified timescales.
     8. The Supplier shall resolve complaints by for example
        1. reprinting the job, at no additional cost to the Buyer;
        2. offering a discount in order to satisfy the Buyer complaint;
        3. Ensure complaint resolutions are recorded as part of the complaints management process.
  6. **Delivery of Goods**
     1. The Supplier shall ensure that a full UK national, (including Northern Ireland, Scotland and Wales) delivery service is provided to accommodate the wide range of Buyer organisations.
     2. When required by a Buyer organisation; the Supplier shall provide an overseas delivery service from the UK. It is anticipated that this shall represent a minimal requirement as the majority of items are anticipated to be delivered within the UK.
     3. Buyers may have access to their own separate courier and/or postal contract and may opt to use this means of delivery.
     4. In the event that Buyers wish to use their own delivery arrangements the Supplier shall be required to facilitate this request.
     5. CCS therefore seeks a co-operative approach by the Supplier in considering opportunities for Buyers to utilise this option for delivery of Orders including their own Contracts or other CCS commercial agreements.
     6. Buyers shall specify during the Call-Off Procedure if an overseas delivery service is required.
     7. The Supplier shall ensure that the most cost efficient delivery route is utilised in such circumstances, including if appropriate utilising CCS or Buyer’s own commercial agreements.
     8. Deliveries to Buyer’s premises shall be made between the hours of 08:00 to 18:00 Monday to Friday throughout the year (excluding UK public holidays). Deliveries will not normally be accepted on Saturdays, Sundays or UK public holidays unless previous notification is given and approved by the Buyer. If Buyers require deliveries to be made outside the times specified, this shall be agreed with the Supplier as part of the Call-Off Procedure.
     9. All deliveries must be in sound condition, securely packaged and display the full address of the recipient of the order.
     10. Buyers shall advise the Supplier if any print is of a sensitive nature and requires additional security measures or controls to be undertaken. The Supplier shall ensure appropriate secure controls are established for the secure transportation and delivery of such Goods when required.
     11. The Supplier shall be aware that Buyer organisation delivery points may differ in size and accessibility; the Supplier shall accommodate individual delivery point handling requirements, special requirements relating to acceptance and delivery of orders will be advised by the Buyer during the Call-Off Procedure.
     12. The Supplier shall provide and remove all pallets, containers and cages as required.
  7. **Return of Goods**
     1. If the Supplier fails to supply the correctly ordered Goods, or the quantity required, the Supplier is required to deliver to the Buyer the correct Goods within a timescale agreed by the Buyer.
     2. The Supplier should note that the Buyer may have no facility to return Goods. If a Supplier incorrectly fulfils an order by sending faulty, non-conforming, and incorrect or the wrong quantity of Goods, then the Buyer shall not be required to pay for those Goods. The Buyer will advise the Supplier of any incorrect Goods within an agreed timescale and, if they wish to retrieve such Goods, the Supplier shall do so at their own expense and at a time suitable to the Buyer.
  8. **Payment**
     1. The Supplier shall be responsible for the management of all payments relating to this Framework Contract. This shall include:
     2. Paying CCS levy (Management fee) within 30 days.
     3. The Supplier shall establish a prompt payment process to ensure that all Subcontractors throughout their supply chain are paid in a timely and efficient manner. All undisputed invoices to be paid within a maximum of 60 days from receipt. (See Para 11. Prompt Payment of the Supply Chain)
     4. The method of payment for Goods placed may differ depending on the payment options available to each Buyer.
     5. The Supplier shall provide a range of payment and invoicing processes for Buyers. The Buyer shall specify their payment process as part of their Call-Off Procedure, and the Supplier shall be flexible to accommodate each Buyers’ requirement in respect of payment, such as:
     6. Purchasing / payment cards payment (this shall include all types of card payment required by the Buyer organisation).
     7. Order/Invoice payment.
  9. **Management of the Supply Chain**
     1. The Supplier shall effectively manage their supply chains which are relevant to the fulfilment and delivery of this Framework Contract and ensure that all obligations and responsibilities contained in the Framework Contract are flowed down appropriately to their Key Subcontractors and subcontractors.
     2. The Supplier shall ensure that the Key Subcontractors list is maintained accordingly throughout the lifetime of the Framework Contract.
     3. The Supplier shall list all such Key Subcontractors in section 23 of the **Framework Award Form** and in the Key Subcontractor Section in Order Form.
     4. If Key Subcontractors are changed during the lifetime of the Framework Contract the Supplier shall notify CCS via the Variation Procedure.
     5. When managing their supply chain the Supplier shall ensure:
        1. They exercise due skill and care in the selection of any Key Sub-Contractor.
        2. That relationships are formalised as appropriate with Key Sub-Contractors and manage any Key Sub-Contractors, in accordance with Good Industry Practice.
        3. That their key supply chain dependencies are continuously monitored to avoid breaks in continuity of supply.
        4. That all Key Sub-Contractors appointed have the technical and professional resource and experience to unreservedly deliver in full all the requirements.
        5. They adopt a robust risk management approach to ensure that early risk identification measures and mitigations are in place to identify supply chain risks during both the implementation of Call-Off Contracts and throughout the Call-Off Contract Period.
        6. They establish effective mitigating strategies to safeguard service level provision in accordance with the Buyer’s requirements.
        7. Risks on sensitive projects with time sensitive milestones which are outlined in a Buyer’s plan at Call-Off Contract stage are minimised.
        8. They proactively seek quality and operational efficiencies and improvements within the supply chain.
        9. They effectively manage and measure the performance and under-performance of all subcontractors to ensure the required standards are met, including the following as a minimum:
        10. On time delivery of Goods.
        11. Quality of Goods provided to the standard required by the Buyer.
     6. The Supplier shall have processes in place to manage fluctuations in demand, ensuring that key supply chain dependencies are continuously monitored to ensure continuity of supply throughout the duration of the Framework Contract.
     7. The Supplier shall proactively support the government’s SME agenda and positively encourage and support SMEs to become part of the supply chain. The Supplier shall:
     8. Provide support to SMEs where necessary to ensure the required standards for quality and delivery are fully met.
  10. **Ethical Sourcing**
      1. The Supplier shall ensure that, where the manufacture or supply of the Goods or raw materials is from outside of the United Kingdom (UK), the product Supplier's operations shall be carried out in accordance with the health and safety legislation/regulations in that country.
      2. Suppliers shall ensure that where they manufacture or supply Goods and Services, within the UK, or used in the UK that the product Suppliers operations shall be carried out in a way that complies in accordance with the health and safety legislation regulations of the UK, and the minimum ethical sourcing standards, in order to support CG’s adoption and ratification of the International Labour Organisation (ILO) “Declaration on Fundamental Principles and Rights at Work” and its eight “Key Conventions”. The numbered conventions and their aims are:
         1. Freedom of Association and Collective Bargaining (C87, C98)
         2. Equal Remuneration and Discrimination (C100, C111)
         3. Forced Labour (C29, C105)
         4. Child Labour (C182, C138)
      3. The Relevant Authority reserves the right to request any information from the Supplier relating to ethical sourcing as it may require, to satisfy itself that it has a transparent view of the whole supply chain and full assurance within this area at any time throughout the duration of the Framework Contract.
  11. **Promotion of the Framework Contract**
      1. The Supplier shall engage effectively with CCS and Buyer organisations to positively promote the Framework Contract to increase spend.
      2. The Supplier shall be required to:
      3. develop and manage a robust marketing strategy to promote the Framework Contract;
      4. regularly review the marketing strategy to ensure continued effectiveness;
      5. make public health sector organisations aware of the Framework Contract and the value that can be achieved for Buyer organisations.
      6. Marketing activities shall include:
         1. regular promotion of the Framework Contract via paper and electronic means;
         2. provision of promotional material such as newsletters, posters, and leaflets at no additional cost to the Authority;
         3. attendance at Public sector events; and
         4. attendance at Buyer organisation locations.
  12. **Call-Off Contract Management**
      1. Each Call-Off Contract shall be managed by the Buyer and the form and frequency of meetings and information will be defined as part of the Call-OffProcedure Refer toCall-Off Schedule 15 (*Call-Off Contract Management*).
      2. Where the service or performance by the Supplier falls below the level required, the Supplier’s account manager shall ensure that appropriate extra resources and measures are undertaken promptly at no extra cost to the Buyer.
      3. The Supplier shall support Buyer organisations to where appropriate in the development of standardisation, rationalisation and aggregation of print requirements to drive cost reductions and deliver process efficiencies.
      4. The Supplier shall provide management information relating to the spend of each Buyer organisation, to enable them to make informed decisions regarding their spend on print and digital communications management services.
      5. Buyers shall define the management information required as part of the Call-Off Procedure, the Supplier shall note that this may be required in some instances to be supplied via a digital solution.

# **Call-Off Process**

* 1. NHS Notify printed communications and related services framework is designed for Buyers with NHS Notify printed communications requirements, providing fully managed printed NHS Notify communications, postal services, pre-production services and accessible formats.
  2. The Supplier shall be flexible in their approach to manage the provision of both low value to high value Call-Off Contracts requirements.
  3. The Buyer shall define the service required during the Call-Off Procedure, the Supplier shall be flexible in their approach to accommodate from large to small scale requirements.
  4. The Supplier shall be required to be supportive and develop contingency planning for print related products as a result of higher demand or emergency demand for example as a result of a pandemic such as Covid.
  5. Buyers will be able to call-off using Award Without Competition (AWOC) and Competitive Selection Process as further set out in Framework Schedule 7 (*Call-Off Award Procedure*). Only Suppliers who have completed the integration with NHS Notify will be eligible for Call-Off Contracts.
  6. The Supplier is expected to participate in all Buyer further competitions. The Supplier shall notify CCS and confirm the reason for any non-participation.
  7. The Supplier shall:
     1. Provide a cost effective, flexible skilled service to Buyer requirements leveraging Supplier skill, expertise and the latest market knowledge to deliver value for money and the most appropriate solution to meet Buyer requirements.
     2. Ensure that the Buyer requirements are fully understood and that options available to provide innovation, savings, value for money can be jointly explored and identified.

# **Performance Levels and Service Credits**

* 1. The Supplier shall adhere to the Buyer Performance Levels and Service Credits within Annex 1 - NHS Notify KPIs.
  2. Further Performance Levels may be specified by the Buyer as part of the Call-Off Contract and these may be included in Call-Off Schedule 14 (*Performance Levels*) or within the Call-Off Order Form.
  3. The Service Credit Cap shall be set out in the Call-Off Order Form.

# **Reporting and Invoicing Requirements**

* 1. The Supplier’s mailout provider shall have the ability to provide daily reporting metrics of all cohort communications, for example - notification of sent, cohort received.
  2. Management Information (MI) will be reported via the API for costs incurred during production.
  3. Costs incurred during production shall be reported via the API as a Management Information record
  4. Each record shall identify the specification, a grouping ID specified by the request Batch, the line item relating to the charge, quantity and total cost.
  5. MI records shall be sent as early as feasible, but no later than 24h after the letter has been dispatched.
  6. The Buyer will also require status updates of accessible format production to show which files have been sent to RNIB.
  7. Returns to be reported on monthly basis

# **Prompt Payment of the Supply Chain**

* 1. The Supplier shall take into account that the success of this Framework Contract relies on the payment of all Suppliers within the supply chain on time.
  2. The Supplier shall establish appropriate process to facilitate prompt payment throughout their supply chain adopting measures such as:
     1. Adhering to the guidance set out within PPN 015 [PPN 015: Taking account of a supplier’s approach to payment in the procurement of major contracts (HTML) - GOV.UK](https://www.gov.uk/government/publications/ppn-015-how-to-take-account-of-a-suppliers-approach-to-payment-in-the-procurement-of-major-contracts/93f093a2-cc61-4986-b622-db80fabd4531)
     2. Providing clear guidance to their Suppliers on the invoicing and payment process.
     3. Provide clear and prompt notification why invoices are in dispute.
     4. Establish processes to monitor late payments.
     5. Provide a clear escalation process for Suppliers for late payment

# **Quality and Standards Requirements**

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

[Sustainable procurement: the GBS for paper and paper products - GOV.UK](http://www.gov.uk/government/publications/sustainable-procurement-the-gbs-for-paper-and-paper-products)

* + 1. paper and all paper products comply with:

[Timber Procurement Policy (TPP): prove legality and sustainability - GOV.UK](https://www.gov.uk/guidance/timber-procurement-policy-tpp-prove-legality-and-sustainablity)

* + 1. any virgin pulp used in manufacture comes from sustainably managed woodlands and that both the virgin pulp and the recycling process is chlorine free;
    2. all Inks used in printing shall be free from volatile organic compounds (VOCs) and toxic materials where available;
    3. all timber and wood-derived Goods for supply or use under this Framework Contract shall comply with the UK government Timber Procurement Policy (TPP) which requires only timber and wood-derived products originating from an independently verifiable legal and sustainable source are to be provided in association with this opportunity and appropriate documentation shall be required to prove it via the standards set out in the following link; and any successor standards which may supersede TPP during the lifetime of this Framework Contract

[Timber Procurement Policy (TPP): prove legality and sustainability - GOV.UK](https://www.gov.uk/guidance/timber-procurement-policy-tpp-prove-legality-and-sustainablity)

* + 1. the packaging and disposal of packaging of all products supplied under this Framework Contract is in accordance with the latest Government packaging standards which can be found at the following link:

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

* + 1. the amount of packaging used is the minimum required for safe delivery of the Goods and also prove how they are doing this by stating upon request what each piece of packaging is needed for and whether it comes from recycled / sustainable sources.
  1. **Service Assurance**
     1. The Supplier shall ensure that their security capabilities meet the Buyer’s Security Policy and any specific requirements prior to provision of the Deliverables.
     2. The Supplier shall comply with the Cabinet Office Security Policy Framework (SPF) throughout the lifetime of each Contract, as may be amended from time to time.

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

[Government security - GOV.UK](https://www.gov.uk/government/collections/government-security)

* + 1. Suppliers are therefore required to demonstrate that their solutions meet the required levels of personal, procedural, policy, data and technical security as detailed in this Framework Contract and by Buyers in their Call-Off Contracts. The standards in ISO 27001:2022 are applied as the benchmark as are the Cyber Essentials Scheme.
    2. As required the Relevant Authority will work with the Supplier to ensure the proportionality of the contract and establish the:
       1. Security Plan;
       2. Assurance Plan; and
       3. Roles and Responsibilities of the various stakeholders within the organisation.
  1. **Supplier Personnel – Baseline Personnel Security Standards**
     1. The Supplier shall;
        1. ensure that Supplier Staff comply with the **Baseline Personnel Security Standards (BPSS) clearance**, as set out in the following link:

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

* + - 1. have in place security clearance which meets the differing requirements of each of the Buyers’ organisation, and shall ensure full compliance with the standards set out in the following link:

[HMG personnel security controls - GOV.UK](https://www.gov.uk/government/publications/hmg-personnel-security-controls) ;

* + - 1. present evidence to enable the Buyer to assure the service compliance against the personnel and physical security requirements
      2. Where a Supplier delivers all or part of the Deliverables from a Buyer’s premises they will also need to comply with the specific Buyer’s personnel and physical security requirements; which shall be defined by the Buyer as part of the Call-Off Procedure. Refer to the Security Schedules.
      3. In addition, where an employee of the Supplier is undertaking a security critical function it may be appropriate to have Security Check (SC) clearance. The requirement for this more robust screening shall be agreed with the Buyer’s security representative during the Call-Off Procedure.
      4. Maintain appropriate staff records for all Supplier Staff who are involved in activities related to delivery of the products within the scope of this Framework Contract, and shall make this data available to Buyer organisations upon request.
      5. All employees and key representatives of the Supplier working on the Framework Contract and/or Call-Off Contracts must comply with the Buyer’s security clearance requirements.
      6. The Supplier shall ensure that Supplier Staff provide evidence of their Right to Work in the United Kingdom in line with the Immigration, Asylum and Nationality Act (2006) and the Supplier shall maintain a copy of such evidence. The cost of obtaining any such evidence shall be the responsibility of the Supplier.
  1. **Data Security, Classifications and Standards.**
     1. The Supplier and their Sub-Contractor(s) shall manage all documents and data in accordance with the government security classification to the minimum level of, “OFFICIAL TIER” Government documents. Refer to the link below for information on government security classifications:

[Government Security Classifications - GOV.UK](https://www.gov.uk/government/publications/government-security-classifications)

* + 1. The Supplier and their Key-Subcontractors shall be compliant with ISO 27001 with respect to all of the Services they offer to Buyers.
    2. Any Key-Subcontractors that are required to process Buyer data will need to have Cyber Essentials Plus certification in place before receipt of any data.
    3. The Supplier shall ensure that the Buyer’s information and data (electronic and physical) shall be collected, held and maintained in a secure and confidential manner and in accordance with the Terms of the Framework Contract.
    4. The Supplier shall take all measures reasonably necessary to ensure that all personnel involved in the performance of the Framework Contract are aware of all ongoing data security and confidentiality requirements.
    5. The Supplier shall ensure that any suspected or actual security breaches are reported to the Buyer’s representative immediately and depending on the impact of the breach, shall also be reported to CCS.
    6. The Supplier shall not deliver all or any part of the Goods and/ or Services from a country not within the UK and shall not transfer any Personal Data outside of the UK without the prior written consent of the Relevant Authority.
    7. Off-shoring; the Supplier shall provide the Buyer with a statement of the physical location where data will be stored, processed and managed.
    8. The Supplier shall ensure that they fully comply with the obligations set out in Joint Schedule 10 (*Processing Data*).
  1. **Health and Safety**
     1. The Supplier shall meet all of the relevant health and safety legislation in discharging their duties under this Framework Contract including, but not limited to, size of parcels, making deliveries, keeping records, controlling hazardous substances, conducting risk assessments, checking procedures and test certificates.
  2. **Quality Assurance**
     1. The Supplier shall comply with the relevant standards or the successors of these standards for the scope of the Deliverables offered throughout the lifetime of the Framework Contract and any Buyer Call-Off Contract.
        1. **Service Management Standards**

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

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

The Supplier shall ensure they are compliant with ISO 22301:2019 Business continuity management systems plans or equivalent.

The Supplier shall be required to provide evidence of their current ISO 22301 certification or equivalent to CCS throughout the lifetime of the Framework Contract.

* + - 1. **Environmental Standards**

The Supplier shall have an Environmental Management System supported by the International Organisation for Standardisation ISO 14001 Environmental Management System or equivalent. BS EN ISO 14001 Environmental Management System standard or equivalent.

The Supplier shall be required to provide evidence of their current ISO 14001 certification or equivalent to CCS throughout the lifetime of the Framework Contract.

* + - 1. **Information Security Management**

The Supplier shall have a UKAS certified Information Security Management System supported by the International Organisation for Standardisation ISO 27001 Security Management standard, or equivalent. ISO 27001 Information Security Management standard or equivalent.

The Supplier shall be required to provide evidence of their current ISO 27001 certification or equivalent to CCS throughout the lifetime of the Framework Contract.

The Supplier shall ensure they are compliant with Data Security and Protection Toolkit

[NHS Data Security and Protection Toolkit](https://digital.nhs.uk/services/data-security-and-protection-toolkit/data-security-and-protection-toolkit)

* + - 1. **Cyber Standards**

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

[Cyber Essentials scheme: overview - GOV.UK](https://www.gov.uk/government/publications/cyber-essentials-scheme-overview)

No Key Sub-Contractor shall receive or process any Buyer data until they have demonstrated that they meet the Cyber Essentials Plus requirements.

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

# **Social, Environmental and Sustainability Requirements**

* 1. The Supplier shall have regard to economic, social and environmental wellbeing in connection with the Services and/or Solutions supplied under this Framework Contract.
  2. The Supplier shall work with the Buyers to help them conform to the Public Services (Social Value) Act 2012 and Well-being of Future Generations (Wales) Act 2015 in England and Wales and the Procurement Reform (Scotland) Act 2014 in Scotland.

[Social Value Act: information and resources - GOV.UK](https://www.gov.uk/government/publications/social-value-act-information-and-resources/social-value-act-information-and-resources)

* 1. The Supplier shall be responsible for ensuring that social value priorities are cascaded throughout the supply chain; CCS have identified the following social value priorities for this framework:
     1. **Tackling workforce inequality including** addressing Modern Slavery and exploitation in our Supply Chain.
        1. The Supplier shall be aware that following a high level review of the Print Category, CCS have identified risk areas within the print category as the employment of casual labour and the provision of promotional items.
        2. The Supplier shall be required to undertake their own risk assessment of their supply chain to both identify and manage risks accordingly.
        3. It is the role of CCS and Buyer(s) to ensure the Suppliers with whom they do business understand the risks of modern slavery in supply chains, and take appropriate action to identify and address those risks, with particular focus on supporting victims of modern slavery.
        4. The Supplier shall ensure that they undertake a risk assessment in their supply chain for modern slavery, a clear vendor assessment shall be undertaken to identify and manage this risk.
        5. The Supplier shall provide a Transparency in Supply Chains (TISC) Statement on an annual basis to CCS and the Buyer.
        6. The Supplier shall prepare and deliver to CCS and the Buyer an annual slavery and human trafficking report setting out the steps it has taken to ensure that slavery and human trafficking is not taking place in any of its supply chains or in any part of its business.
        7. The Supplier shall be aware that the Buyer may require the Supplier to identify, implement and report on Social Value initiatives it proposes as proportionate and relevant to the Call-Off Contract in relation to:
        8. Demonstrate action to identify and tackle inequality in employment, skills and pay in the contract workforce.
        9. Support in-work progression to help people, including those from disadvantaged or minority groups, to move into higher paid work by developing new skills relevant to the contract.
        10. Reducing the disability employment gap
     2. **Delivering diverse Supply Chains;** CCS and Buyer(s) want to ensure a diverse base of Suppliers and resilient supply chains. We require the Supplier to support this need and to deliver this through activities such as:
        1. Enabling Accessibility through promotion of supply chain opportunities with new businesses and entrepreneurs, start-ups, SMEs, VCSEs and mutuals.
        2. CCS and Buyers expect Suppliers to support and build supply chain diversity through:

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

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

Support the employment of minority groups.

* 1. **Environmental sustainability**; the UK Government is committed to environmental improvement through integrating environmental protection and sustainable development into its decision making processes, in respect of both the execution of its core functions and responsibilities and the management of day-to-day operations.
  2. The Supplier shall prepare and deliver to CCS a Carbon Reduction plan to demonstrate they have taken steps to understand their environmental impact and carbon footprint relevant to the delivery of the contract. Further detail and guidance around this is detailed within PPN 06/21 linked below, whilst CCS also have a Carbon Reduction Plan team that can support with this following award to the framework.

[Procurement Policy Note 06/21: Taking account of Carbon Reduction Plans in the procurement of major government contracts - GOV.UK](https://www.gov.uk/government/publications/procurement-policy-note-0621-taking-account-of-carbon-reduction-plans-in-the-procurement-of-major-government-contracts)

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

[25 Year Environment Plan - GOV.UK](https://www.gov.uk/government/publications/25-year-environment-plan)

* 1. CCS and Buyers require the Supplier to consider the relevance of sustainability at all stages of the lifecycle in the provision of the Deliverables under this Framework Contract. This shall include not only the consideration of commercial needs and minimisation of negative impacts but also the maximisation of positive impacts on society and the environment. The Supplier shall seek to mitigate the sustainability impacts in all lifecycle stages, such as the reduction of waste (paper and equipment).
  2. The Supplier shall work with CCS to identify opportunities to introduce innovation, reduce cost and waste and ensure sustainable development is at the heart of their operations. This shall include, but is not limited to, product rationalisation and standardisation, and leveraging opportunities within the Supplier’s supply chain. The Supplier shall work with CCS during the Framework Contract period in meeting this strategy.
  3. The Supplier shall work with CCS and Buyers throughout the duration of the Framework Contract to reduce the use of single use plastics throughout the whole Supply Chain.
  4. **Social Value Model;**. Buyers may request that Suppliers deliver against some or all of the following themes as part of Call-Off delivery, in accordance with the process outlined in Framework Schedule 7 (*Call-Off Award Procedure*). The themes in Table 13.1 have been called out as potential priority areas within market engagement and will be defined at Call-Off.

**Table 13.1 Social Value Priorities**

| **Social Value Theme:** | **Social Value Priority (Model Award Criteria - MAC)** |
| --- | --- |
| **Tackling Economic Inequality**  **Policy Outcome: Create new businesses, new jobs and new skills** | * MAC 2.2: Employment * MAC 2.3: Education and training |
| **Tackling Economic Inequality**  **Policy Outcome: Increase supply chain resilience and capacity** | * MAC 3.1: Diverse supply chains * MAC 3.4: Collaboration throughout the supply chain * MAC 3.5: Manage cyber security risk |
| **Fighting Climate Change**  **Policy Outcome: Effective stewardship of the environment** | * MAC 4.1: Additional environmental benefits * MAC 4.2: Influence environmental protection and improvement |
| **Equal Opportunity**  **Policy Outcome: Reduce the disability employment gap** | * MAC 5.1: Increase representation of disabled people * MAC 5.2: Supporting disabled people in developing new skills |
| **Equal Opportunity**  **Policy Outcome: Tackle workforce inequality** | * MAC 6.1: Tackling inequality in the contract workforce * MAC 6.2: Supporting in-work progression * MAC 6.3: Demonstrate action to identify and manage the risks of modern slavery in the delivery of the contract, including in the supply chain. |

* 1. A full list of social value themes and Model Award criteria can be found on the following link and may be required by Buyers at Call-Off

[Social Value Model Quick Reference Table - GOV.UK](https://assets.publishing.service.gov.uk/media/5fc8b8248fa8f547499d79b7/Social-Value-Model-Quick-Reference-Table-Edn-1.1-3-Dec-20.pdf)

# **Exit and Transition Requirements**

* 1. Six months prior to the expiry of the Framework Contract, the Supplier shall provide the CCS with an exit plan.
  2. The exit plan shall include, but not be limited to, the following information:
     1. Named Supplier personnel who will work with CCS to develop and implement the agreed exit strategy
     2. Call-off Contracts scope and expiry dates
     3. Payment methods used by Buyers
     4. A mutually agreed communications plan
     5. An agreed strategy around live orders and Call-Off Contracts, including, but not limited to, supporting live orders after expiry or termination date of the Framework Contract, refunds, changes and exchanges.
     6. Any other information that is specific to a Buyer in connection with the provision of the Deliverables.
     7. a risk management plan
  3. The Supplier shall ensure that they continue to provide the required reports and MI as stated within Framework Schedule 5 (*Management Charges and Information*) of this Framework Contract from the date of expiry of this Framework Contract until all Buyers have been transitioned onto a new agreement.
  4. At the end of the Framework Contract period, the Supplier shall ensure that all current and historic data and all profiles are securely cleansed, in a manner achieving the security outcomes described in Joint Schedule 10 (*Processing Data*) and transferred by the Supplier to any new Supplier.
  5. The Supplier shall provide reasonable assistance to CCS and any Replacement Supplier(s) in order to assist CCS or Replacement Supplier in achieving the successful transition of Call-Off Contracts to the Replacement Supplier(s) without undue delay or obstruction.

**Annex 1 - NHS Notify Performance Levels**

| **Ref** | **Performance Level Performance Criterion** | **Key Indicator** | **Performance Level Performance Measure** | **Start period for measurement** | **End period for measurement** | **Reporting Method** | **Required Performance Level Threshold** | Period / Unit of Measurement | Remedy or Service credit % measure | Payment Method | Data Protection Remedy |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| KPI 1 Notify Contract | Critical Performance Level Failure | Correct Mailout lettertext sent to Cohort | The print Supplier will send the correct lettertext, letter, inserts, envelope, and all associated materials and digital comms which form part of the mail pack, in the correct format, to the correct Cohort specified by the Buyer. | Start of Batch | End Of Batch | Monthly Report | 100% accuracy | Per Batch (output file for production) | Supplier to rectify error and correct mail pack to the correct cohort at no additional cost to the Buyer. Supplier will also be required (at the request of the Buyer) to send an apology letter to cohort contacted incorrectly at no extra cost to Buyer. | Quarterly credit invoice | GDPR Compliance should be dealt with by default / rectification |
| KPI 2 Notify Contract | Performance Level Failure | The proofing process | The print Supplier will create a sample using the correct specification, which requires subsequent approval by the Buyer to validate the specifications have been met. | Receipt of Cohort | 3 Working Days unless agreed otherwise by the Buyer. | Monthly Report | 100% accuracy | Per Batch (output file for production) | Where the ' Performance Level Performance Measure’ has not been met by the ‘end period of measurement’ +24 hours; The Service Credits shall be incurred at 5 % (0.05) of Batch cost as a service credit for each day over the timeframe (capped at £1,000 per Batch (output file for production)) per day, for every day over the timeframe. The Service Credit calculation to be based only on the production costs, and excluding postage charges. | Quarterly credit invoice | GDPR Compliance should be dealt with by default / rectification |
| KPI 3 Notify Contract | Performance Level Failure | Datafile Mailout on time | The Supplier will acknowledge all tickets (incidents, requests and problems) logged with  them within one working day unless specified otherwise in the Call-Off Contract. | Datafile receipt | Within SLA for workstream | Monthly Report | 100% accuracy | Per Batch (output file for production) | Where the ' Performance Level Performance Measure’ has not been met by the ‘end period of measurement’ +24 hours; The Service Credits shall be incurred at 5 % (0.05) of Batch cost as a service credit for each day over the timeframe (capped at £1,000 per Batch (output file for production)) per day, for every day over the timeframe. The Service Credit calculation to be based only on the production costs, and excluding postage charges. | Quarterly credit invoice | GDPR Compliance should be dealt with by default / rectification |
| KPI 4 Notify Contract | Performance Level Failure | Datafile Destruction | The print Supplier will delete/destroy the cohort file in the agreed timeframe (within 30 calendar days and no earlier than 10 Working Days) It will send confirmation of deletion to the Buyer within the agreed timeframe. | End of Batch | 30 calendar days | Monthly Report | 100% | Per Batch (output file for production) | Performance Monitoring | N/A | GDPR Compliance should be dealt with by default / rectification |
| KPI 5 Notify Contract | Performance Level Failure | Returned letter destruction | The print Supplier will destroy the (physical) Returned Cohort Communication letters in the agreed timeframe (within 30 calendar days and no earlier than 10 Working Days. It will send confirmation of deletion to the Buyer within the agreed timeframe. | Receipt of returned letter | 30 calendar days unless the buyer instructs otherwise | Monthly Report | 100% | Per Batch (output file for production) | Performance Monitoring | N/A | GDPR Compliance should be dealt with by default / rectification |
| KPI 6 Notify Contract | Performance Level Failure | White Mail Processing and Destruction | The print Supplier will capture cohort data for all mail returned requesting to be removed from the datafile in the agreed timeframe (within 30 calendar days and no earlier than 10 Working Days). Datafile to be sent to buyer in the agreed timeframe (within 30 calendar days). The print Supplier will destroy the (physical) Returned Cohort Communication letters in the agreed timeframe (within 30 calendar days and no earlier than 10 Working Days). | Receipt of returned letter | 30 calendar days unless the buyer instructs otherwise | Monthly Report | 100% | Per Batch (output file for production) | Performance Monitoring | N/A | GDPR Compliance should be dealt with by default / rectification |
| KPI 7 Notify Contract | Performance Management | Quotation | The print Supplier will provide a quotation within the agreed timeline. | Receipt of request | 2 Working Days, unless agreed otherwise by buyer | Monthly Report | 100% | Per Batch (output file for production) | Performance Monitoring | N/A |  |
| KPI 8 Notify Contract | Performance Management | Invoicing | Supplier will send monthly invoices by the 5th of the month which should be for services delivered the preceding month. Invoices should be without errors. N/B – Stock Envelopes and leaflets can be invoiced when produced. Postage invoices can be provided weekly by the Supplier. Reconciliation against the agreed call off rates to be provided by the Supplier. | 1st of each month | 5th of each month | Monthly Report | 100% | Monthly | Disputed invoices will not be paid until the dispute/query is resolved. No part invoice payments will be made and once resolved, payment will be made in the month following agreement. Failure to resolve the disputed invoice will trigger the dispute resolution procedure. | N/A |  |
| KPI 9 Notify Contract | Performance Management | Processing Cohort data without an approved sample | The print Supplier will not process the cohort data without an associated approved sample being available. | Receipt of Cohort Data | Approval of sample | Monthly Report | 100% | Per Batch (output file for production) | Performance Monitoring | N/A |  |
| KPI 10 Notify Contract | Performance Management | Datafile SENT confirmation | The print Supplier will send the "SENT" Communication notification to the Buyer in the specified timeframe. | within 24 hrs from datafile postage release | 1 working day, unless agreed otherwise by the Buyer | Monthly Report | 100% | Per data file for production | Performance Monitoring | N/A |  |