



## **Part 2 Specification**

# **Lot 2 – Automated Document Factory, Hybrid Mail & Bulk Mail Fulfilment**

**Contract Reference**

**TCUS2419**

**Contract Title**

**External Printing Services**

# Contents

1.	Overall Scope and Nature of the Requirement .....	3
2.	Specific Requirements.....	4
3.	Change Management .....	8
4.	Staffing .....	10
5.	Data and Security .....	12
6.	Contract and Performance Review Requirements .....	15
7.	Invoicing .....	18
8.	Added Value.....	19
9.	Scope and Nature of Possible Modifications or Options.....	21
10.	Awarding the Contract on Behalf of Other Contracting Authorities .....	22

# 1. Overall Scope and Nature of the Requirement

- 1.1 Torbay Council are exploring the option of appointing a single Service Provider to provide an Automated Document Factory, Hybrid Mail & Bulk Mail Fulfilment solution.
- 1.2 Details of the current printing service can be found in Appendix E – Current Functionality. The Provider's systems must be compatible with the Council's existing technical infrastructure.
- 1.3 The solution will not include the provision of a design capability as the Council will retain its in-house design facility.
- 1.4 All printing instructions will need to be undertaken by the Suppliers themselves using their own print machinery (excluding jobs where the Council provides written consent for sub-contracting).
  
- 1.5 **Demand**
  - 1.5.1 The Provider must be able to produce, but not be limited to, the following automated documents on a daily/weekly/monthly/quarterly/annual basis:
    - (a) Council tax bills;
    - (b) Benefit notifications;
    - (c) BACS remittances;
    - (d) Invoices;
    - (e) Purchase orders;
    - (f) Summonses;
    - (g) NNDR bills;
    - (h) BID (Business Improvement District) invoices;
    - (i) Adult social care billing; and
    - (j) Housing Benefit statements.
  - 1.5.2 The Provider must also have the facility to produce bespoke mailings as and when required.

## 2. Specific Requirements

- 2.1 By engaging a single Service Provider to provide a flexible and responsive Automated Document Factory, Hybrid Mail & Bulk Mail Fulfilment solution, the Council expect to realise the following benefits:
- (a) Improved efficiencies of processes;
  - (b) Reduced costs of printing, including costs of paper and consumables;
  - (c) Reduced costs of outgoing mail;
  - (d) Reduced print turnaround times;
  - (e) Reduced mail turnaround times;
  - (f) Reduced number of personnel involved in mailing activity;
  - (g) Improve security of mailing;
  - (h) Improved compliance with the corporate style guide;
  - (i) A streamlined, User-friendly ordering and proofing facility;
  - (j) Reduced wastage;
  - (k) Improved stock control;
  - (l) Minimised storage;
  - (m) Improved environmental credentials;
  - (n) Complete visibility of all print expenditure through access Management Information (M.I.) reports; and
  - (o) Improve cost controls (including consolidated invoicing and itemised billing supported by a breakdown of all print jobs by Business Unit or User).

The Provider must:

- 2.2 Provide Users with the ability to create individual letters/documents or batch mailings of any size in their usual front-office or back-office business applications and then send the resulting document files to the Print Service.
- 2.3 Provide a wholly secure solution enabling documents generated across multiple sites to be centralised by routing Data and information to a single point, where documents can then be generated, delivered digitally to the addressee or printed, inserted into envelopes and dispatched for delivery to the addressee via either the Council's internal courier service and/or an external postage/courier service for delivery by 1st class, 2nd class or equivalent, Recorded Mail or Special Delivery service as specified.
- 2.4 Generate, print and insert into envelopes (if required) and dispatch electronically or physically all document files the same day if received before 12:00 noon Monday to Friday, excluding UK Bank Holidays. If received after 12:00 noon, document files must be dispatched the next working day. Any instance of any delays in meeting these timescales must be discussed with the Council immediately.
- 2.5 Allow for real-time online tracking and reporting so that Users can check the status of each mail submission at any stage in the process.

- 2.6 Manage Contracts within the solution for the provision of, but not limited to, Software and/or System Applications.
- 2.7 Guarantee at all times the integrity of confidential data and the composition of disparate document sets.
- 2.8 Take overall responsibility for the electronic transfer, electronic delivery, printing, addressing, enveloping and physical delivery of documents.
- 2.9 Deliver automation by specialist Hardware, Software and/or system applications in the provision of the solution where possible to create efficiencies and reduce costs.
- 2.10 Create and maintain accurate process maps throughout the duration of the Contract, which must include details of all processes undertaken by the Provider to fulfil the delivery of the solution.
- 2.11 Ensure that no minimum order value will be levied against any orders.

## 2.12 **Project Building**

The Provider must be able to:

- 2.12.1 Incorporate existing Council projects, workflows and systems into their proposed solution.
- 2.12.2 Build projects for system-generated data-driven requirements using multiple data and formats at the Council's request. It is expected that charges for this will be determined as and when a requirement arises.
- 2.12.3 Design post-composition workflows by defining rules for, but not limited to:
  - (a) Distribution;
  - (b) Sorting;
  - (c) Grouping;
  - (d) Subdividing; and
  - (e) Postal optimisation.
- 2.12.4 Use multiple data sources to generate relevant communications.
- 2.12.5 Accept multiple input data types and convert them into chosen output formats.
- 2.12.6 Establish pre-determined parameters to enable co-mingling of documents.
- 2.12.7 Extract electronically stored content (templates, images, logos, text, paragraphs, etc.) from documents and reformat the data to modify the documents.
- 2.12.8 Convert workflows to generate new output documents.
- 2.12.9 Reengineer documents into new communications by changing the structure and content of the original source.
- 2.12.10 Assign mailing machine control features such as barcodes, which govern page numbers, start/end of documents and sequential control numbers.

## 2.13 **Document Generation**

The solution must be able to:

- 2.13.1 Receive on an ad-hoc basis and/or automatically retrieve on either a continuous or scheduled basis, mailing data submitted by Users.
- 2.13.2 Receive mailing data electronically, ranging from a few hundred mail pieces to thousands of mail pieces, and from simple ad-hoc and regular daily mailings to more complex annual database driven campaigns.
- 2.13.3 Process submitted mailing data and create subsequent documents according to logic attributed to each project workflow.
- 2.13.4 Generate multiple fully formed, mail compliant documents as a batch to be sorted, split and/or merged with additional documents into individual mail pieces for electronic and/or physical distribution channels.
- 2.13.5 Have the ability to combine documents destined for the same recipient.
- 2.13.6 Output processed documents in a range of ways, with supporting Software and/or system applications being utilised where required. Outputs must include, but not be limited to:
  - (a) Dynamically generated email output, sent to various recipients from a generic email account;
  - (b) Push output to a secure document portal with an automated email notification being sent to the intended recipient detailing what document has been deposited in their account; and
  - (c) Printed output inserted into envelopes and dispatched for delivery to the addressee via either the Council's internal courier service and/or an external postage/courier service for delivery by 1st class, 2nd class or equivalent, Recorded Mail or Special Delivery service as specified.
- 2.13.7 Allow Users to preview documents using a quality control online portal before allowing documents to be released for processing.
- 2.13.8 Integrate with the Council's existing archiving facility (details of which can be found in Appendix G – Workflow360).

## 2.14 **Bulk Mail Fulfilment**

- 2.14.1 Envelopes used should be generic but must be C5, C5+ or C5- white window wallet printed with the Provider's return address on the flap.
- 2.14.2 Any returned mail must remain unopened and must be sent en-mass to the Council on a weekly basis.

The solution must be able to:

- 2.14.3 Process printed documents by controlling the numbers of pages and the opening and closing of envelopes using for example mailing barcodes.
- 2.14.4 Provide hand-workers when required in order to produce mail that is not machinable, or when the volume is too low to justify setting up a machine.
- 2.14.5 Use reconciliation data to check the integrity of all mailings.

- 2.14.6 Insert additional printed matter into mail items of different types and volumes.
- 2.14.7 Prepare outbound mail and log details prior to collection.
- 2.14.8 Maximise UK postage discounts.
- 2.14.9 Retrieve production and completion data for reporting purposes and either sent it back to the Council on a daily basis or store it in a remote database that the Council has full unrestricted access to.

## 2.15 **Helpdesk Support**

The Provider shall provide

- 2.15.1 Helpdesk support which covers all aspects of the Council' requirements in relation to the Automated Document Factory, Hybrid Mail & Bulk Mail Fulfilment solution during core operational hours between the hours of 09:00 to 17:00 hrs Monday to Friday, excluding UK Bank Holidays.
- 2.15.2 Extended service hours outside of the core operational hours stated in 2.15.1 (i.e. weekends, UK Bank Holidays and/or out of hours), when requested by the Council. These extended Services will be chargeable to the Council and will be agreed at Contract commencement.
- 2.15.3 A single point of contact for this Service, including a unique internal and/or free phone number which must be accessible from UK Landlines and mobile telephones.

## 3. Change Management

### 3.1 Service Implementation

- 3.1.1 The Council requires the Provider to commence delivery of the service in full on the Contract commencement date.
- 3.1.2 There must be no reduction in the levels of service provided to the Council between Contract commencement and full integration of the Council's existing workflows with the Provider's systems, should the implementation period for any Provider's system extend beyond the Contract commencement date.
- 3.1.3 In the event that 3.1.2 occurs, the Provider must have a solution to ensure continuity of service during the implementation period. To facilitate this, the Council is prepared to novate its current Contract for the SEFAS Harmonie Communication Suite (HCS) to the Provider, if required, along with providing access to the Council's virtual servers.
- 3.1.4 Should the Provider wish to novate the Council's HCS contract, the cost of approximately £34,000 per annum will need to be borne by the Provider for as long as they are utilising the contract. This incorporates Contract costs of £22,000 p.a. and in-house I.T. costs of £12,000 p.a. for ongoing running/servicing of the server infrastructure.

### 3.2 Change Management Strategy

- 3.2.1 The Provider must develop a Change Management Strategy which provides absolute clarity and transparency as to how the changeover will be managed at Contract commencement and expiration. As a minimum this shall include, but not be limited to, the following:
  - (a) A mission statement outlining how they will work with other Service Providers to minimise disruption;
  - (b) A communications strategy outlining how they will plan and implement an agreed implementation/exit plan with the Council and any other Service Providers;
  - (c) Details of the planning process in terms of a schedule of change, fully project managed by the Provider;
  - (d) Details of the timescales involved for the changeover and how these will be agreed with the Council and any other Service Providers; and
  - (e) Details of how they will ensure agreed timescales are adhered to.

### 3.3 Implementation/Exit Plan

The Provider must, as a minimum:

- 3.3.1 Submit an implementation/exit plan to the Council for approval prior to a planned or unplanned change to the service provision. Where changes are sought by the Council, the Provider shall accommodate all of the Council's requirements.



- 3.3.2 Assign a named Project Manager and Deputy Project Manager to facilitate the change to the service provision.
- 3.3.3 Take the lead responsibility in all of the aspects related to the Change Management Strategy unless otherwise specified.
- 3.3.4 Deliver all requirements of the Change Management Strategy within the timescales specified and to the satisfaction of the Council.
- 3.3.5 Work co-operatively with the Council and other Service Provider(s) to ensure a systematic, planned and robust transfer of service whilst maintaining the agreed level of service. This will involve:
  - (a) assessing the existing strategy for producing, sharing and accessing secure documents and information to determine which Hardware/Software/system applications are required for the transferred service;
  - (b) transferring workflows from the existing communication suite to any new Automated Document Factory and Hybrid Mail system;
  - (c) finalising risk-associated specific clauses/conditions (e.g. relating to TUPE);
  - (d) determining ownership of Intellectual Property Rights (IPR);
  - (e) assigning commercial liabilities between parties;
  - (f) thorough testing of the new service prior to a final transfer of provision; and
  - (g) implementation of/compliance with Contract Management requirements.
- 3.3.6 Ensure that the Council are fully appraised at all stages of the change in service and ensure that the Council are the final governing body in the resolution of issues.

#### 3.4 **Training**

The Provider must:

- 3.4.1 Provide training for all new Hardware, Software and system applications, supplied as part of the Automated Document Factory, Hybrid Mail and Bulk Mail Fulfilment solution.
- 3.4.2 Specify the minimum training requirements to the Council prior to delivery and/or installation and shall ensure that training is provided in accordance with requirements specified by the Council.
- 3.4.3 Deliver focussed training and/or refresher training upon request by the Council for groups of Users with any such training requirements at no additional cost to the Council.
- 3.4.4 Provide comprehensive training that ensures Council Users are fully appraised to ensure the effectiveness of all elements of the Automated Document Factory, Hybrid Mail and Bulk Mail Fulfilment solution, at no additional cost to the Council.

## 4. Staffing

- 4.1 Torbay Council highlights that the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) will apply in relation to Torbay Council's staff.
- 4.2 In order to obtain Appendix C2 – Base Data of Staff (Lot 2) who will or may transfer under TUPE, Applicants are required to complete and return Appendix B - Confidentiality Agreement through the e-tendering portal's messaging facility.
- 4.3 The Contractor shall indemnify Torbay Council against all expenses arising out of any claim made by any employee or former employee of Torbay Council or existing Contractor (who, as a result of the operation of TUPE, or subsequent amendments, transferred to the employment of the Contractor) or by the existing Contractor itself, which results from any act or omission of the Contractor.
- 4.4 The Contractor shall not bring any claim against Torbay Council in connection with TUPE or any subsequent amendments to such regulations.
- 4.5 Should TUPE apply to this Contract:
  - (a) The Provider should be mindful of the uncertainty of the situation for the staff who may transfer and that any anxiety from staff can be transferred to the people who are in the Service;
  - (b) Depending on the details of the transfer, all or only part of a team may be transferring. To alleviate anxiety the Provider is required to clarify as soon as possible who is transferring. Consideration should also be given to any volunteers within the Service and separate discussions held about their position; and
  - (c) The Provider should ensure communications and transfer of information are accurate, open and as timely as possible, so the transfer process is smooth and transparent for staff.
- 4.6 The Contractor shall seek to become a member of the Local Government Pension Scheme (LGPS) by means of an admitted body admission agreement with Peninsula Pensions. Torbay Council expects the Contractor to join the LGPS and will use reasonable endeavours to procure that the LGPS liabilities relating to the transferring staff will be fully funded at the date of transfer.
- 4.7 Any costs associated with the transfer of staff to the Contractor will be solely the responsibility of the Contractor. This includes any costs of transferring staff to the LGPS.
- 4.8 The new employer pension contribution rate has been calculated at 21.8% for a closed agreement. A copy of the Actuary Report is enclosed at Appendix D2 – Actuary Report (Lot 2).
- 4.9 The Actuary has highlighted potential liabilities to the LGPS relating to the transferring staff. Torbay Council will provide a guarantee to cover the value of these liabilities.

- 4.10 The following documentation will be made available to the Contractor as part of the Contract set up process:
- (a) Provide samples of offer letters;
  - (b) Statement of particulars;
  - (c) Sample Contract of employment;
  - (d) Staff handbook;
  - (e) Employment practices and procedures;
  - (f) Collective agreements;
  - (g) LGPS Pension scheme and employee handbook;
  - (h) Details of Devon County Council Pension service – the scheme administrator; and
  - (i) Details of equal opportunities policies and any positive action strategy in place.
- 4.11 The Contractor is expected and required to agree to the following as part of the Contract:
- (a) Commitment that the Contractor will inform Torbay Council of any TUPE measures it envisages with regard to the employees formally in writing within 10 working days of Contract award notification;
  - (b) The Contractor shall agree any indemnities required by Torbay Council;
  - (c) Commitment that the Contractor will continue to supply employee information throughout the length of the Contract so that it can monitor compliance on employee matters; and
  - (d) Torbay Council has the right to enforce terms of the Contract if the Contractor fails to meet its obligations.
- 4.12 Torbay Council reserves the right to disqualify the Contractor from participating in future Tender opportunities if necessary, if it fails to meet its obligations.

## 5. Data and Security

### 5.1 **Confidentiality**

- 5.1.1 Some of the work that will be undertaken will be politically sensitive or contain personal data covered by the GDPR 2018.
- 5.1.2 Providers must ensure that they deal with all information sent through this Contract in confidence to safeguard the interests of the Council.
- 5.1.3 It is essential that Providers must ensure:
  - (a) Confidential disposal of any waste material;
  - (b) A high level of physical security of documents;
  - (c) Signed confidentiality undertakings from staff;
  - (d) No unauthorised access; and
  - (e) That the confidential nature of any works is maintained throughout the Contract.

The Provider shall:

- 5.1.4 Ensure that all Data and information collected in the provision of the Service is treated as confidential and is not disclosed or shared with any third parties without receiving prior written permission from the Council.
- 5.1.5 Ensure that all Data collected in the provision of the Service remains the property of the Council.
- 5.1.6 Ensure that only Personnel engaged in the provision of the Service are given access to Data and confidential information obtained from the Council. The Provider shall only share Data and confidential information when agreed with the Council and as necessary for the performance of the Services.
- 5.1.7 Ensure all operations and any sub-contractors are based within the UK and that they comply with the requirements of data protection legislation.

### 5.2 **Security**

- 5.2.1 The Providers shall maintain and comply with Council security policies, which can be found at Appendix K through to Appendix P. These specifically address the protection of all of the Council's information / Data that is generated and / or managed in the provision of the required Services.
- 5.2.2 The Provider shall maintain and comply with their own security policy, which shall address as a minimum:
  - (a) Security management (risk assessment, response, evaluation, responsibilities and roles);
  - (b) Supplier Personnel integrity (recruitment, training, vetting, and disciplinary procedures); and
  - (c) Management of suspected / actual breaches of security.

- 5.2.3 The security policy shall extend to procedures for protecting and managing the risk associated with Data retention during and/or upon expiry of the Contract term. These procedures shall include, but not be limited to, the following:
- (a) Data encryption;
  - (b) Data overwrite;
  - (c) Re-formatting of memory; and
  - (d) Audit trails for secure Data deletion.

The Provider shall

- 5.2.4 Ensure that the implementation of security controls and how they shall comply with ISO 27001, or agreed equivalent, is documented, with associated security policies and standards.
- 5.2.5 Have the capability, where required, to employ encryption to information / Data which shall be sent across a network or extracted by electronic means.
- 5.2.6 Ensure that any suspected or actual security breaches are reported to the Council's representative immediately and depending on the impact of the breach, shall be included in monthly / quarterly performance reporting to the Council.
- 5.2.7 Comply with all the relevant legislation and guidelines in relation to Data security.
- 5.2.8 Ensure that their security capabilities meet the Councils specific requirements prior to implementation of the Services.
- 5.2.9 Provide details of their personnel security procedures and on request by the Council, details of all personnel that they intend to use in the delivery of the Goods and Services.

### 5.3 **Standards**

The Provider shall:

- 5.3.1 Ensure that the Services are developed, maintained and fully compliant with the National Cyber Security Centre (NCSC) and 'HMG' Security standards in addition to those standards identified by the Council at Contract commencement.
- 5.3.2 Ensure that all personal data is kept secure and processed in accordance with the requirements of the General Data Protection Regulation (Regulation (EU) 2016/679) and Data Protection Act 2018.
- 5.3.3 Provide secure solutions that comply with any restrictions or requirements arising out of the Council's security policies. This shall include, but not be limited to:
- (a) BS EN ISO 9001 or agreed equivalent Quality Management accreditation;
  - (b) ISO 27001 Information Security Management or agreed equivalent;
  - (c) Public Services Network (PSN) Compliance;
  - (d) Citrix Secure Gateway;
  - (e) Level 2 Information Governance or agreed equivalent;
  - (f) BS 7858 Security Screening or agreed equivalent.

- 5.3.4 Ensure that all security criteria required by the Council shall be met, as a minimum. This shall include, but not be limited to ISO 15408 Common Criteria for Information Technology Security Evaluation, or agreed equivalent. The requirements of this standard shall include, but not be limited to:
- (a) Network authentication / log in security;
  - (b) Print security; and
  - (c) Compliance with eGovernment Interoperability Framework (e-GIF).
- 5.3.5 Not charge a premium to the Council for any additional standards and / or security compliance applicable to the Contract, unless otherwise agreed in advance.

#### 5.4 **Data Transfer**

The Provider shall:

- 5.4.1 Provide a Virtual Private Network (VPN) to facilitate the secure data movement from and back to the Council. Firewalls at each end would be limited by IP white listing and to specific protocols which permit document and file transfer. Users or specific processes sending data must only be able to view and access what they have sent.
- 5.4.2 Support Transport Layer Security Version 1.2 (TLS v1.2) or later for sending and receiving email securely
- 5.4.3 Ensure that the Software utilised in the delivery of the Automated Document Factory, Hybrid Mail & Bulk Mail Fulfilment system meets the Web Content Accessibility Guidelines (WCAG) 2.1, AA standard.

# 6. Contract and Performance Review Requirements

## 6.1 Management Structure

The Provider must:

- 6.1.1 Provide the Council with a suitably qualified Account Manager and Deputy Account Manager who will take overall responsibility for delivering the Services required within this Contract and facilitating optimum contract performance.
- 6.1.2 Send to the Council, within five working days of Contract signing, the name and contact details (including email address and telephone numbers) of the nominated Account Manager and Deputy Account Manager along with a single-point-of-contact for technical enquires/issues.
- 6.1.3 Communicate any change in Account Management to the Council, no less than one month in advance of the planned change.

The Account Manager and Deputy Account Manager shall:

- 6.1.4 Be familiar with all aspects of the Contract and be suitably experienced in the role, ensuring that all the requirements of the Contract are met or exceeded.
- 6.1.5 Create and maintain accurate process maps for the ordering and logistics processes throughout the duration of the Contract, which shall include details of all processes undertaken by the Provider.

## 6.2 Review Meetings

- 6.2.1 Review meetings shall take place throughout the Contract Period, between both the Provider and the Council, either via telephone or at the Town Hall in Torquay.
- 6.2.2 Review meetings shall be attended, as a minimum, by a Council representative and the Account Manager or Deputy Account Manager representing the Provider.
- 6.2.3 The Council shall agree the level of engagement and frequency with the Provider within one month of the Contract signing, but as a minimum this shall include:

Frequency	Status	Format	Attendees	Information Required
Monthly	Operational	Face-to-face meeting or Telephone conference call	Council representative & Account Manager (Provider)	Management Information (M.I.) highlight report

Biannually	Operational	Face-to-face meeting	Council representative & Account Manager (Provider)	Management Information (M.I.) highlight report
------------	-------------	----------------------	---	--

### 6.3 **Management Information**

6.3.1 Providers will be required to supply the Council with Management Information (M.I.) throughout the Contract period, the frequency of which will be agreed between the Council and the Provider within one month of the Contract commencement date.

6.3.2 The Council has the right to make changes to the nature and frequency of the Management Information that the Provider is required to supply and shall give the Provider at least one month's written notice of any changes to be implemented.

6.3.3 Management Information must include as a minimum:

- (a) Number of individual mail items processed;
- (b) Number of documents processed;
- (c) Number of pages processed;
- (d) Cost to produce and dispatch each document, broken down into different areas of spend;
- (e) Posting deadlines met (95%);
- (f) Quality of printed material (100% matching pre-approved proof/template);
- (g) Quality issues raised (less than 1%),
- (h) Complaint response times (100% acknowledged within two hours, with a resolution time to be agreed between the Supplier and the Council at this point).

### 6.4 **Incident Reporting**

The Provider shall:

6.4.1 Immediately report any incident affecting the delivery of Services to the Council.

6.4.2 Provide, within one working day, feedback in writing to the Council including corrective actions required and any trends that may be observed.

6.4.3 Provide the following facilities as a minimum, unless otherwise specified by and at no additional cost to the Council:

- (a) Logging of support requests received;
- (b) Telephone support, remote access support via the network and field support where specified, authorised and facilitated by the Council; and
- (c) Progress reports on service calls/problem fixes to the Council.



6.5 **Non-Performance**

- 6.5.1 Non-performance will be measured against the Management Information (M.I.) as stated in 6.3
- 6.5.2 Where Service Levels are not being met, the Account Manager must ensure that appropriate extra resources are committed promptly and action is taken to resolve any issues to the satisfaction of the Council, which may include a Performance Improvement Plan (PIP).
- 6.5.3 Suppliers who fail to deliver orders within the tolerances stated in 6.3 may be subject to immediate Contract reviews.
- 6.5.4 If a Supplier fails to achieve the required standards agreed with the Council, they may be issued with a notice informing them of a performance infringement and notice to improve. This will be at the discretion of the Council.

## 7. Invoicing

- 7.1 The Provider must always obtain an official purchase order number from the Council, which must be quoted on all correspondence, including invoices.
- 7.2 Suppliers must make all invoices payable by Torbay Council and must be marked with Torbay Council's name and address and the Supplier's name and address.
- 7.3 Invoices must be sent to the Council's Payments Section via email or post with a copy of the invoice being sent to the Council's Framework Manager.
- 7.4 The Provider must invoice the Council monthly in arrears for work undertaken.
- 7.5 The Provider must provide a consolidated invoicing approach as standard
- 7.6 All invoices must contain a full breakdown of costs and must match the agreed pricing stated on the final quotation and official purchase order.
- 7.7 The Council's settlement terms are 30 days from the date of an undisputed invoice, or receipt of goods or service, whichever is the later.
- 7.8 Disputed parts of invoices and invoices not bearing purchase order numbers will not be paid and a corrected invoice will be required.
- 7.9 Payment will be by BACS and remittance advices will be transmitted to the Supplier by email or post.
- 7.10 Applicants should note that, during the life of the Contract, the Council may adopt the government framework purchase card as its preferred payment of invoice option is. Should this be the case, a purchase card number will be provided for suppliers to take payment from at the appropriate time.

## 8. Added Value

### 8.1 **Further Services Offered**

The Applicant will be expected to suggest as part of its response to the Evaluation Questions any additional products or services that they may be able to offer as part of this Contract or any other added value that their offer might be able to bring to the Council. Applicants are expected to build any such offers into their submissions regardless of whether specific questions are asked along these lines or not.

### 8.2 **Social Value**

8.2.1 The Council is seeking a Provider who will add value to the Contract by providing additional community benefits which support the Council's ambitions for a prosperous and healthy Torbay, as identified in the Corporate Plan 2015-19:

<http://www.torbay.gov.uk/council/policies/corporate/corporate-plan/>

8.2.2 The provider should identify Social Value options which are appropriate to the Council. Any Social Value options selected by the Council at Contract commencement, shall be in accordance with the Government's Social Values which are current at that point in time.

8.2.3 Applicants should take into account the following key areas in formulating their response:

- (a) Jobs: Promote local skills and employment;
- (b) Growth: supporting growth of responsible regional business;
- (c) Social: Healthier, safer and more resilient communities;
- (d) Environment: protecting and improving our environment;
- (e) Innovation: promoting social innovation

### 8.3 **Sustainability**

The Provider shall:

8.3.1 Ensure that all printing Equipment has the functionality to operate effectively with 100% post-consumer waste recycled paper.

8.3.2 Support the wider agenda of sustainability in terms of the social, economic and environmental impact of Council operations, through the provision of Data.

8.3.3 Complete annual Corporate Social Responsibility (CSR) assessments upon request from the Council.

#### 8.4 **Environmental**

The Provider shall:

- 8.4.1 Comply and operate to the standard ISO 14001; Eco-Management and Audit Scheme (EMAS) or a nationally recognised agreed equivalent accredited standard for the scope of the Services.
- 8.4.2 Effectively manage the Services supplied under this Contract, and where appropriate work proactively with the Council in order to minimise any impact on the environment.
- 8.4.3 Take steps to encourage the reuse of any WEEE generated in the delivery of the Services, as promoted by the WEEE Directive. This shall include, but is not limited to, consideration of the application of PAS 141:2011 Reuse of used and waste electrical and electronic Equipment (UEEE and EEE).

## 9. Scope and Nature of Possible Modifications or Options

- 9.1 The requirements set out within this Specification may be amended at any point during the life of the Framework to take into account, but not be limited to, the following:
- technological advances;
  - strategic change of direction by the Council;
  - potential restructuring within the Council;
  - potential outsourcing and/or reduction of services;
  - potential inclusion within this Contract of services associated with the services delivered under this Contract;
  - potential acquisition and/or increase of services;
  - any other modifications.
- 9.2 Any new or amended legislation and/or security standards must be implemented immediately by the Provider, if applicable.
- 9.3 The Council acknowledges that there is a general trend moving away from physical printing towards digital output. This may result in a greater requirement for processed documents to be output digitally and could subsequently reduce the demand for the printing and mailing of documents.
- 9.4 The Council anticipates that in the future there may be requirements for new projects/workflows to be built for system-generated data-driven requirements using multiple data and formats. It is expected that charges for these will be determined as and when a requirement arises.

## 10. Awarding the Contract on Behalf of Other Contracting Authorities

- 10.1 The Council is not purchasing on behalf of other contracting Authorities.
- 10.2 Applicants should be aware that existing and any future Authority subsidiary companies and Authority shared services may access this Framework at any point.