

DPS Schedule 1 (Specification)

PART A INTRODUCTION AND BACKGROUND

1. Introduction and Background

- 1.1 The purpose of this DPS is to provide Government and wider public sector organisations with an agreement (in line with the Buyer list provided in the Find a Tender 2024-041101 published on 16th August 2024 to access income generation solutions across a number of markets.
- 1.2 DPS Schedule 1 (Specification) confirms the overarching scope of the Services that the Supplier shall provide to CCS, and to the Buyer under this DPS Agreement and the relevant Order Contracts. It provides a high-level description of what the Services entail, together with any specific standards applicable to the Services.
- 1.3 This DPS enables public sector organisations to procure the services of a partner on an exclusive or non-exclusive basis (as required by the Buyer and specified in the relevant Order Contract) to help generate income from their estates assets and Intellectual Property (IP). This DPS will cover the following income generating activities:
 - Self-service vending
 - Automated Retail
 - Pop up retail
 - Reverse vending
 - Cash machines (ATMs)
 - Photobooth services
 - Portable battery packs for mobile phones and devices
 - Storage lockers
 - Sponsorship
 - 3rd Party Licensing
 - Commercial Out of Home Advertising
- 1.4 The DPS Contract enables public sector organisations to procure the services of a partner on an exclusive or non-exclusive basis (as required by the Buyer and specified in the relevant Order Contract) to help generate income from their estates, assets and Intellectual Property (IP).

- 1.5 This DPS Contract covers requirements across a wide and diverse Buyer base. Buyer estates and assets will be of varying levels of maturity and complexity. The Supplier shall support the varied requirements of all Buyers, irrespective of their size and any specific restrictions relating to their estate. The Supplier shall be capable of operating in a range of different operating environments with varying levels of security and compliance requirements, maximising income for individual Buyers.
- 1.6 The DPS Contract will allow Buyers to:
- 1.6.1 deliver new and incremental income from their estates, assets and / or Intellectual Property (IP);
 - 1.6.2 enhance non-core income;
 - 1.6.3 manage all self-services assets - installation, maintenance and refilling;
 - 1.6.4 deliver sustainable solutions, with a focus on reducing their carbon footprint.
- 1.7 The Supplier shall help Buyers increase income from their estates, assets and / or IP but shall not undertake any activity that has a detrimental impact on the experience of end users or may damage the reputation of the Buyer.
- 1.8 The DPS is made up of the following Services in the following Filter Categories:

Filter Category Name	Filter Category Description
A – Traditional Vending	Installation of vending machines, maintenance, stock refilling, product advertising - only for products sold in machine) Crisps drinks and snacks
B – ATM's	Installation of ATMs (cash machines) providing both GBP and / or Foreign currency where required, including but not limited to cash replenishment, maintenance and remote telemetry
C - Photobooths	Installation of Photo machines including but not limited to for photo ID, photo printing and generic photo purposes, maintenance,

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	replenishment
D – Portable Power	Installation of dispensing machines for portable battery packs for mobile phones and devices, replenishment of battery packs, machine maintenance
E – Non traditional Vending	Installation of vending machines including but not limited to hot and cold drinks, non-traditional vending items such as ready meals, accessories, electricals, books and convenience items, maintenance, stock refilling, product advertising
F – Reverse Vending	Installation of reverse vending machines, compatible with recycling including but not limited to plastic and metal bottles and cans, maintenance, stock refilling, product advertising
G – Commercial Sponsorship	Asset or estate sponsorship (fixed and non fixed assets), including but not limited to development and management of strategy, identification of opportunities, sales, marketing, negotiation, activation, associated IP protection. Installation and removal of sponsorship campaigns
H – 3 rd party licensing	Asset or estate licensing rights, including but not limited to licensing strategy, identifying licensees, negotiating and managing brand licensing programmes, management of licensees and sub agents (including existing licensees where applicable), associated IP management, creative, asset delivery and management, digital asset management of royalties and payments, marketing and promotion
I – Commercial advertising (OOH)	Commercial out of home advertising including but not limited to , digital and static, large and small format, experiential, washroom, ticket gates, lifts, information points, roundabouts, vehicles, banners and pendants
J – Pop Up	Short term retail activations. Duration between 1- 52 weeks.

Retail	
K – Storage lockers	Placement of storage lockers including but not limited to, luggage, parcel delivery and collection lockers.

- 1.9 Parts B to F of this Schedule set out certain specific terms that apply to the relevant individual Filter Categories. Such specific terms apply in addition to the terms set out in this Part A.
- 1.10 The Supplier shall deliver Services they have registered to provide, throughout the United Kingdom (on a national, regional and / or local basis).
- 1.11 For each Order Contract under this DPS Contract, the Buyer will provide a Statement of Requirements in accordance with DPS Schedule 7 (Order Award Procedure).
- 1.12 The Supplier shall ensure all Sub-Contracts and Subcontractors comply with the Contract.

2. Asset Installation

- 2.1 The Supplier shall install all relevant approved assets in accordance with the Buyer's estate access conditions.
- 2.2 The Supplier is required to provide detailed asset design, appearance and branding information prior to installation and obtain sign off from Buyer.
- 2.3 The Supplier is required to provide all risks and method statements in line with the Buyer's access provisions.
- 2.4 Assets will not be changed, upgraded or swapped without written confirmation from the Buyer.

3. Maintenance Requirements

- 3.1 The Supplier will manage all elements of operational maintenance and asset inspection as required by the Buyer. This may include but is not limited to:
 - 3.1.1 the installation of all assets in accordance with Buyer estate access conditions;
 - 3.1.2 the management and, where applicable, filling of all assets in accordance with Buyer estate access conditions;
 - 3.1.3 regular cleaning (at a frequency to be agreed with Buyer) of all assets ensuring they are free from; dust, graffiti and obstruction;
 - 3.1.4 ensuring that the assets are in good working order and presentable in appearance having regard to the surrounding environment in which they are located; and

- 3.1.5 ensuring the removal of any flyposting adverts and unauthorised signs placed on the assets.
- 3.2 The Supplier will maximise the up-time availability of all assets and ensure they are in fit and proper use throughout the duration of the Contract.
- 3.3 The Supplier will report and fix where possible, all known faults within the time frame required by the Buyer.
- 3.4 The Supplier will repair or remove assets that are not in good working order at its own cost. If assets are not removed within the agreed timescale, the Buyer reserves the right to remove with costs of removal charged to the Supplier.
- 3.5 The Supplier shall ensure that any waste brought in or created at the Buyer's premises by the Supplier's employees, agents and sub-contractors shall be disposed of appropriately and without the use of the Buyers amenities, unless specified or agreed otherwise by the Buyer.
- 3.6 Accurate asset logs and asset information will be recorded and maintained by the Supplier to ensure both Parties are fully aware of asset type, asset life and current asset health. The Supplier will provide the Buyer with a copy of the asset log at a frequency to be agreed by the Buyer.
- 3.7 The Supplier will maintain relationships with industry equipment manufacturers and the Supplier shall keep the Buyer informed of the latest industry innovation and technology.

4. Asset Management and Enabling Works

- 4.1 Investment and purchase of all assets will be the responsibility of the Supplier unless otherwise specified by the Buyer.
- 4.2 Assets will remain the property of the Supplier for the duration of the Contract unless otherwise specified by the Buyer.
- 4.3 Depending on the requirements of the Buyer as set out in the Order Contract, the Buyer may complete all enabling works, however the Supplier may be required to contribute or cover all installation enabling works costs. This may include but will not be limited to:
 - installation of power;
 - installation of water or drainage;
 - installation of data or Wi-Fi connection and associated connection cabling;
 - installation of signage;
 - works required to "make good" after installation; and/or
 - utilities.
- 4.4 Where required by the Buyer and/or by applicable Law, the Supplier will comply with its duties under Construction (Design & Management)

Regulations 2015 (CDM 2015) including, but not limited to, provision of a plan under CDM 2015 and a Risk Assessment Method Statement.

5. Other Services

- 5.1 The Buyer shall confirm the arrangements for the provision of electricity power supply as part of the Order Contract. This shall include whether this is a chargeable cost or at no cost to the Supplier.
- 5.2 The Buyer shall confirm as part of the Order Contract whether:
- 5.2.1 the Supplier is permitted to connect to the Buyer's telecommunication network or infrastructure where internet access is required; or
- 5.2.2 the Supplier is required to connect to the internet by a non-Buyer network.

6. Account Management

- 6.1 The Supplier shall provide full account management services to the Buyers, which shall include but not be limited to:
- providing a designated point of contact for all operational issues;
 - providing a designated point of contact for all contractual issues;
 - providing a designated point of contact for all financial issues; and
 - provide a clear and simple escalation process for the Buyer and for Subcontractors.
- 6.2 Please note the designated point of contact may cover multiple roles.
- 6.3 The Supplier shall, at the Buyer's request, attend performance meetings at a frequency to be agreed by the Buyer to discuss the following items:
- financial reporting;
 - machine occupancy and trading reporting;
 - maintenance, inspection and operational reporting;
 - overview of KPIs, safety and sustainability reporting; and
 - market insight and performance.
- 6.4 Additional reporting may be required as specified by the Buyer in the Specification and/or Order Form.

7. Asset Removal

- 7.1 Unless specified otherwise by the Buyer, the Supplier shall (at its own cost) remove all assets that have been installed by or on behalf of the Supplier in connection with the performance of the Services (and the Supplier shall, at its own cost, make good any damage caused by the installation and/or removal of such assets to the Buyer's reasonable satisfaction) on termination or expiry of the Order Contract.

- 7.2 The Buyer shall also be entitled to require the Supplier to remove any asset (or if more than one any or all of them) if in the sole opinion of the Buyer: such removal is required in order to facilitate:
- 7.2.1 the safe and/or proper operation of the premises or asset location;
 - 7.2.2 redevelopment works of either construction or demolition at a location (whether such works are to be carried out by the Buyer or others); and/or
 - 7.2.3 the Buyer ceases to operate or manage the premises at which the asset is located.
- 7.3 The Buyer shall give the Supplier not less than 28 days' notice if it intends to exercise its rights set out in Paragraph 7.2 above except in the case of an emergency where when no notice shall be required.

8. Reporting and analysis

- 8.1 The Supplier shall complete regular reporting at a frequency to be agreed by the Buyer in accordance with an agreed account management plan. The Supplier shall also provide ad hoc reporting at the Buyer's reasonable request.

9. Pricing Transparency

- 9.1 The Supplier will disclose to the Buyer all direct cost deductions, including stock purchase, commission, discount or fees relating to all Services.
- 9.2 When requested by the Buyer in the Order Contract, the Supplier will be required to provide full and detailed costs associated with the running of all Services.

10. Contracting arrangements

- 10.1 The Buyer shall select a pricing arrangement as set out in DPS Schedule 3 (DPS Prices) to suit its needs in respect of the Order Contract.
- 10.2 As part of the further competition process, the Supplier may be required to provide:
- forecast total income for estate, asset or IP;
 - potential income from new assets or locations;
 - minimum guaranteed payment for the estate;
 - profit share % for estate; and
 - forecast cost of running the service as a % of forecast income.

11. Compliance and Standards

- 11.1 When performing its obligations and exercising its rights under the Order Contract, the Supplier shall:
- comply with all Buyer Standards;

- operate in line with Good Industry Practice;
- comply with all applicable Law; and
- comply with all applicable Law, statutory guidance and Buyer requirements in relation to accessibility.

12. Social Value

- 12.1 Social Value legislation places a legal requirement on all public bodies to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity, and, in Scotland, to deliver them. These benefits are over and above the core deliverables of Contracts.
- 12.2 Guidance published in [Procurement Policy Note 06/20](#) requires that Social value should be explicitly evaluated in all central government procurements, rather than just considered as required under the Public Services (Social Value) Act 2012.
- 12.3 CCS requires the Supplier to demonstrate it is committed to report on the impact of social value throughout the DPS Contract to CCS, every 12 months from the DPS Start Date.
- 12.4 The Supplier must provide evidence of its commitment to social value and demonstrate an ability and willingness to work with Buyers to identify and help further their social value requirements in all Order Contracts. To satisfy this requirement, the Supplier must agree to provide or deliver reasonable, relevant and proportionate social value benefits within all Order Contracts.
- 12.5 The Supplier will be required to deliver against the following policy themes, as a minimum:
- 12.5.1 tackling economic inequality;
 - 12.5.2 fighting climate change; and
 - 12.5.3 equal opportunity.
- 12.6 The Supplier shall act with these priorities in mind, and CCS may discuss these priorities as part of DPS Management meetings.
- 12.7 The Buyer's specific requirements, which may include the provision of local supply chains, will be detailed in the Order Contract. The Supplier shall comply with and/or identify proposed social value initiatives, proportionate and relevant to each Order Contract.
- 12.8 The Supplier shall deliver measurable benefits and impacts in respect of the social value priorities, when identified in the Order Contract.
- 12.9 The Supplier shall record and report performance against the social value requirements, when identified in the Order Contract.

- 12.10 The Supplier shall ensure all appointed sub-contracted and supply chain Staff comply with the agreed Social Value policies, initiatives and procedures.

13. Modern Slavery

- 13.1 Guidance published in Procurement Policy Note 02/23 explains that the government will use its extensive buying power to help mitigate the risks of Modern Slavery occurring in its supply chain by adopting new processes and procedures, in both procurement and supplier management (<https://www.gov.uk/government/publications/ppn-0223-tackling-modern-slavery-in-government-supply-chains>).
- 13.2 The Supplier shall assist and respond to any requirements to map the supply chain for goods supplied under the Order Contract.
- 13.3 The Supplier shall demonstrate action to identify and manage the risks of modern slavery in the delivery of the Order Contract, including in the Supplier's appointed supply chain.
- 13.4 The Supplier must be prepared, on request, to assist any relevant public body with reasonable enquiries, including potential source of goods.
- 13.5 The Supplier is required to report on, amongst other things, Modern Slavery as specified under the relevant Performance Indicators within DPS Schedule 4 (DPS Management).

14. Diverse Supply Chain

- 14.1 Government has a commitment to obtain value for money and support small and medium-sized enterprises (SMEs) through procurement as set out in the CCS SME Action Plan.
- 14.2 The Supplier shall take all reasonable steps to engage with small and medium-sized enterprises (SMEs), Social Enterprises (SEs) and local supply chain partners as Subcontractors to strengthen regional supply chain resilience and reduce the impact of the Services on the environment.
- 14.3 The Supplier shall report on the business they do with SMEs and SEs in accordance with Joint Schedule 12 (Supply Chain Management).

15. Fair, Inclusive and ethical employment practices & skills development

- 15.1 CCS and the Buyer consider the delivery of high quality public services to be critically dependent on a workforce that is inclusive, well-motivated, well-led and has appropriate opportunities for training and skills development.
- 15.2 Additionally, CCS and the Buyer expect the Supplier and their supply chains to support and encourage employment and skills development opportunities through the performance of this DPS Contract, with a specific focus on opportunities for priority groups (including but not limited to, people with disabilities, ex-offenders, people from ethnic minorities and long-term unemployed). This should include training and apprenticeships, particularly in repair / renovation and manufacturing.

- 15.3 The Supplier is required to report on, amongst other things, employment and skills development as specified under the relevant Performance Indicators within DPS Schedule 4 (DPS Management).

16. Wellbeing & Community Benefits

- 16.1 CCS and the Buyer expect the Supplier to positively impact individual wellbeing and contribute to transforming local communities wherever possible. The Buyer may test the Supplier's proposed methods for delivering wellbeing and community benefits as relevant to the requirements of the Call-Off Contract.

17. Continuous Improvement

- 17.1 The Supplier shall commit to a continuous improvement approach during the DPS Contract Period and within individual Order Contracts, including but not limited to:
- 17.1.1 taking suitable remedial steps where services issues have been identified;
 - 17.1.2 proactively seeking out opportunities to improve and maximise the commercial returns, quality of service and sustainability at all locations in the Buyer's portfolio; and
 - 17.1.3 driving quality through effective internal communication, horizon scanning and situational insight across the relevant industry as applicable.

18. Understanding of the Public Sector

- 18.1 The Supplier is required to have a broad understanding of the Public Sector, including:
- 18.1.1 an understanding of public sector organisations;
 - 18.1.2 a clear knowledge of the Buyer's remit and responsibilities; and the needs of their audiences / end users; and
 - 18.1.3 an appreciation of the constantly changing context of the public sector.

19. Sub-Contracts

- 19.1 Any proposed sub-contracting by the Supplier shall be subject to the applicable terms of the DPS Contract or Order Contract (as applicable).

20. Mobilisation and Transition

- 20.1 The Buyer shall specify any contract mobilisation and/or transition period in the Order Contract and in accordance with Order Schedule 13 (Implementation Plan and Testing).
- 20.2 The Supplier shall work with the Buyer and, where applicable, any incumbent supplier(s) to ensure a smooth mobilisation and/or transition that has no adverse impact to the operational running of the existing services or the Buyer's end users.

21. Site Access

21.1 The Supplier shall comply with all Buyer site access procedures and protocols this may include but will not be limited:

- completion of all RAMS (Risk and Method Statements) prior to site attendance
- submitting all documentation to Buyer's site access portals. Required information will reflect Buyer's specific requirements;
- sign in at site office or Buyer reception; and
- approval of contractor and display of identification.

22. Property Rights

22.1 The Supplier shall not be permitted property rights over the assets or the locations the assets are placed on/in or the property/land they are contracted to manage. Any rights to use the Buyer's assets or locations that are required in order for the Supplier to perform the Services shall be granted as a bare licensee only, on and subject to the terms of the Order Contract.

23. Accreditations

23.1 The Buyer may require particular or further accreditations in the Order Contract, which may include but shall not be limited to ISO compliant accreditation and / or independent penetration testing.

PART B

SPECIFIC TERMS RELATING TO FILTER CATEGORY A (TRADITIONAL VENDING), C (PHOTOBOOTHS), D (PORTABLE POWER), E (NON-TRADITIONAL VENDING), F (REVERSE VENDING), K (STORAGE LOCKERS)

1. Required Services

- 1.1 The Supplier will deliver end to end solutions and management of all self-service assets to meet the Buyer's requirements as set out in the Specification and/or Order Form. This may include but is not limited to Services to:
- install, manage and promote all self-service assets across a Buyer estate;
 - maximise income through sales Install and / or maintain new and existing assets;
 - conduct all safety requirements including, inspections, cleaning and maintenance;
 - deliver sustainable solutions with focus on reducing Buyer's carbon footprint;
 - manage the safe installation/ replenishment of all stock/products/cash/ power banks as required by the Buyer;
 - support the Buyer with advice and guidance to maximise income from these markets across their estate;
 - deliver new and incremental income from Buyer's estates, assets and or intellectual property;
 - strategy development;
 - enhance non-core income across estates;
 - manage all self-service activities dependent on the Contract type;
 - deliver a sustainable solution with focus on reducing the Buyer's carbon footprint; and
 - where applicable, management and maintenance of assets or structures directly attached or in the vicinity of self-service assets.

2. Advertising on commercial assets

- 2.1 The Supplier may be permitted to provide advertising on some of the self-service assets where required by the Buyer. When permitted, the Supplier must adhere to the following;
- 2.1.1 the Supplier shall comply with the Advertising Standards Agency code of acceptance and any additional codes of acceptance as required by the Buyer, including specific requirements of the Buyer regarding the suitability products and services provided as applicable; and

- 2.1.2 the Supplier shall observe the requirements of all planning or any other consents required under the Town and Country Planning Act 1990, the Planning (Listed Building and Conservation Areas) Act 1990, the Planning Act 2008 and all other statutory provisions and regulations related to planning.

3. Ways of Working

- 3.1 The Supplier shall be responsible for the installation and removal and maintenance of all assets as well as replenishment of stock/cash or associated products required to meet the demand of the service provided. This represents all key elements of the self service delivery. Maintenance, replenishment and inspection costs are often deducted from the overall contract revenue, this is referred to as direct costs. However, the Buyer may wish to keep contract running costs separate to income. This will be determined by the Buyer.
- 3.2 Typical items that are permitted as deductible costs as specified by the Buyer include but are not limited to:
- stock purchase and replenishment;
 - inspection costs;
 - maintenance and cleaning costs;
 - electrical costs;
 - placement of advertising; and
 - site specific consents.
- 3.3 Where the Order contract has a fixed cost pricing mechanism, direct costs will not be required or included. The Supplier may still be required to report on overall contract deductible costs.

4. Vending and other asset machine requirements

- 4.1 Machines must be new or recycled in good condition as required by the Buyer. The Buyer retains the right to confirm if they are happy with units that are not new.
- 4.2 Machines must, where required by the Buyer, include options for snacks, hot and cold beverages, and healthy alternatives.
- 4.3 Machines should offer a wide range of payment options including but not limited to cash, credit/debit cards, contactless payments (NFC, mobile payments).
- 4.4 Machines must be energy-efficient and comply with relevant safety and health regulations.
- 4.5 Machines should have a user-friendly interface and comply with accessibility laws and requirements.
- 4.6 Specific product ranges for vending machines will be set out in the Specification or Order Form (and may be amended with the agreement

of the Parties from time to time) and may include but not be limited to (as applicable):

- a wide variety of snacks including healthy options (e.g., low-calorie, gluten-free, organic);
- a selection of beverages including water, juices, hot drinks and non-alcoholic drinks;
- ready meals and on the go food options;
- a wide variety of non-traditional vending items;
- portable power banks and charging devices; and
- regular updates to product offerings based on customer feedback and trends.

5. Service and Maintenance

- 5.1 The Supplier shall, where applicable, implement and undertake regular restocking schedules to ensure assets are always well-stocked.
- 5.2 The Supplier shall implement and undertake a maintenance schedule to ensure assets are fully operational at all times.
- 5.3 The Supplier shall provide an emergency service response for breakdowns or issues, responding within the period specified in the Specification or Order Form (or as otherwise agreed from time to time).
- 5.4 A contact number and email address must be displayed on all assets for the purposes of reporting faults and issues.

6. Performance Metrics

- 6.1 The Supplier shall ensure a minimum uptime for all assets as required by the Buyer.
- 6.2 The Supplier shall provide regular reporting to the Buyer on sales, product popularity, and service issues, as required by the Buyer.
- 6.3 The Supplier shall conduct customer satisfaction surveys to monitor performance, as required by the Buyer.

7. Buyer Standards and procedures

- 7.1 The Supplier shall comply with all Buyer Standards and procedures, which may include, but not be limited to:
 - 7.1.1 compliance with BS EN 60950-1;
 - 7.1.2 the use/compliance of card/contactless transactions; and
 - 7.1.3 bearing of any applicable regulatory EU safe mark and the meeting of legal and regulatory standards (e.g. DVLA and Passport Office standards in relation to photo booths).
- 7.2 A full detailed list of Buyer Standards will be set out in the Specification or Order Form. Changes or modifications to Buyer Standards will be

provided to the Supplier, and the Supplier will be required to comply with any updated Buyer Standards from time to time.

PART C

SPECIFIC TERMS RELATING TO FILTER CATEGORY B (CASH MACHINES (ATMS))

1. Required Services

- 1.1 The Supplier will deliver end to end solutions and management of all ATM services to meet the Buyer's requirements as set out in the Specification and/or Order Form. This may include but is not limited to Services to:
- supply and installation of ATMs as required under the Order Contract;
 - regular cash replenishment of ATMs ensuring the appropriate level of cash available as required under the Order Contract;
 - maintenance and servicing of machines to ensure the best possible service for customers; and
 - ensuring continuous, secure, and efficient ATM operation - this includes both ATMs units and cash rooms where applicable. This may include additional security measures as required by the Buyer.

2. ATM specifications

- 2.1 ATMs must be new or recycled in good condition as required by the Buyer. The Buyer retains the right to confirm if they are happy with units that are not new.
- 2.2 ATMs should support a wide range of transactions including but not limited to cash withdrawals and payments, balance inquiries, funds transfers, and mini-statements.
- 2.3 ATMs must support major card schemes (Visa, MasterCard, etc.) and be EMV-compliant.
- 2.4 ATMs must include advanced security features including but not limited to anti-skimming technology, CCTV, PIN shielding, and alarm systems in line with technological advancements.
- 2.5 ATMs should have up to date communication capabilities (e.g., 4G/5G, Ethernet) in line with technological advancements
- 2.6 ATMS must have user-friendly interface with multi-language support and accessibility features.

3. Service and Maintenance

- 3.1 The Supplier shall implement and undertake:
- regular cash replenishment schedule to ensure machines are operational;

- maintenance schedule to ensure optimal performance and minimal downtime;
- emergency service response for breakdowns or issues as required by the Buyer; and
- preventive maintenance to avoid potential issues and prolong machine lifespan.

3.2 A contact number and email address must be displayed on all ATMs for the purposes of reporting faults and issues.

4. Performance Metrics

4.1 The Supplier shall ensure:

- minimum uptime for all ATMs or as required by the Buyer;
- secure transaction processing and data handling;
- compliance with all relevant financial regulations and industry standards; and
- regular reporting on transaction volumes, machine uptime, and service issues.

PART D

SPECIFIC TERMS RELATING TO FILTER CATEGORY G (COMMERCIAL SPONSORSHIP) AND H (THIRD PARTY LICENSING)

1. Required Services

- 1.1 The Supplier will deliver end to end solutions and management of a range of sponsorship and third party licensing arrangements to meet the Buyer's requirements as set out in the Specification and/or Order Form. This may include but is not limited to Services of:
- identifying sponsorship opportunities within a Buyer's estate;
 - creating sponsorship packages for a Buyer's estate including a range of packages for different price points with the aim for maximising income;
 - develop a marketing strategy for attracting and identifying potential sponsors;
 - negotiating and securing sponsorship agreements;
 - ensuring sponsorships align with the brand and values of the Buyer's estate;
 - support Buyers in securing high-value sponsorship deals; and
 - provide Buyer reporting where applicable including the projected revenue from sponsorships.

2. Installation of Sponsorship Branding

- 2.1 The Supplier shall ensure:
- facilitation of the design and production of sponsorship materials (signage, digital displays, etc.);
 - installation or facilitation of installation of branding materials in specified Buyer-approved locations; and
 - installation management and ensuring all installations comply with safety and regulatory standards.

3. Branding Design and Installation

- 3.1 The Supplier is expected to supply the Buyer in providing high quality compliant brand sponsorship branding installations. All installations must be in line with Buyer estate requirements including design guidelines, material specifications and installation protocols. This may include but is not limited to:
- high-quality, durable materials that withstand environmental conditions;
 - design that enhances the aesthetic appeal of the Buyer's estate;
 - compliance with estate regulations and safety standards; and
 - timely and non-disruptive installation processes.

PART E

SPECIFIC TERMS RELATING TO FILTER CATEGORY I (COMMERCIAL OUT OF HOME (OOH) ADVERTISING)

1. Required Services

- 1.1 The Supplier will deliver end to end solutions and management of commercial out of home (OOH) advertising arrangements to meet the Buyer's requirements as set out in the Specification and/or Order Form. This may include but is not limited to Services that:
- manage, promote and sell digital and static advertising across large and small formats and, where applicable, experiential activities across a Buyer's estate;
 - maximise income through sales, leveraging the Buyer's estate with the Supplier's other advertising estates;
 - support the Buyer with advice and guidance to maximise advertising income from their estate;
 - install and / or maintain new and existing advertising assets, ensuring consistent levels of availability;
 - manage the safe installation and removal of all exhibitions, sampling and promotions;
 - conduct all safety requirements including but not limited to inspections, cleaning and maintenance;
 - deliver sustainable solutions with focus on reducing the Buyer's carbon footprint; and
 - manage third party relationships including but not limited to media agencies and specialists where necessary for the successful running of the Contract.

2. Ways of Working

- 2.1 The Supplier shall be responsible for the posting, removal, and scheduling of adverts and the installation and maintenance of all advertising assets, which represents all key elements of the advertising service.
- 2.2 The Supplier shall market and sell agreed parts of the Buyer's estate and assets specified in the Order Contract to deliver maximum value. The Supplier will use specialists and agencies as applicable to sell advertising space at such estates and assets.

PART F

SPECIFIC TERMS RELATING TO FILTER CATEGORY J (POP UP RETAIL)

1. Required Services

- 1.1 The Supplier will deliver end to end solutions and management of a range of pop up retail services to meet the Buyer's requirements as set out in the Specification and/or Order Form. This may include but is not limited to the following Services:
- 1.2 **Sourcing Brands**
 - Identifying and securing brands that align with the Buyer's estate's demographics and preferences.
 - Provide a strategic approach to brand selection to ensure variety and customer appeal.
 - Negotiating terms and agreements with the brands.
- 1.3 **Curation of Space**
 - Designing and planning the layout of pop-up retail spaces.
 - Ensuring the curated space is visually appealing and functional for both retailers and customers.
 - Integration of branding and promotional elements that enhance the Buyer's user's experience.
 - Incorporating necessary utilities and infrastructure (e.g., electricity, Wi-Fi).
- 1.4 **Supervising Installation and Removal**
 - Coordinating the installation and removal of pop-up retail units
 - Ensuring all installations are compliant with safety and regulatory standards.
 - Managing the logistics and timeline of the installation and removal process.
 - Provide a detailed project plan for installation and removal phases.
 - Ensure compliance with health, safety, and regulatory standards.
 - Ensure all pop up retail assets are installed and removed in an efficient and non-disruptive manner.