2. External Print and Related Services

The Trusts requires a supplier to deliver a Managed Print Service that includes the provision of the management and fulfilment of the Trusts external print requirements, as detailed in appendix 4.

The Trusts currently spend £255,835.76 (GWH ~ £141,705.16 & SFT ~ £114,130.60) per annum on its external print requirement. The successful supplier shall be able to demonstrate how the cost of external print can be driven down by managing the supply chain and work with the Trusts in standardising and rationalising their external print requirements.

It is the expectation that the successful provider will work with the Collaborative on these initiatives, providing recommendations on what is more economically advantageous to print in-house or externally, throughout the lifetime of the contract term.

It is also the expectation that, over the lifetime of the contract, the Trusts will want to start to digitise some of the external print requirement. Therefore, the successful Supplier will need to demonstrate that they are able to work with the Trusts in achieving this overall vision.

2.1 Ordering

2.1.1 The Supplier shall have the ability to process orders from the Collaborative by the following means, from 08:00 until 17:30 Monday to Friday, throughout the year, excluding UK public holidays, together with a facility for the Collaborative to submit queries outside these hours and at weekends by email or via a web-based data system.

However, the Collaborative reserves the right to request that services may be required outside normal Working Hours. The Supplier shall include the provision of working 24 hours a day, seven days a week, by the following methods:

(i) Online / web-based (Orders raised by the Collaborative using the online ordering system shall have the capability to support a punch-out system and provide a “purchase to pay” functionality. Suppliers shall note that, where required, the online ordering system shall be capable of being integrated with the Contracting Authority’s procurement and financial systems for example Oracle, SAP. Details of these systems shall be ascertained with respective Contracting Authorities within the Call Off Contract established under this Framework Agreement.);

(ii) Email; and

(iii) Telephone (All calls shall be charged at no more than a standard call rate (no premium rate telephone numbers). Standard rate in the UK means calls to Local and National numbers beginning 01, 02 and 03. Excluded numbers include non-geographic numbers (e.g. 0871) and Premium Rate services.).

2.1.2 The Authority requires the Supplier to provide order acknowledgement to the Collaborative in all instances and also when the Collaborative subsequently cancels an Order.

2.1.3 The Supplier shall provide a single point of contact to handle all enquiries made by the Collaborative. Customer service is of significant prevalence to the team onsite, which must continue with any successful supplier. Therefore, the single point of contact must have the experience and expertise to provide support to the Collaborative, as requested.

2.1.4 Great Western Hospitals NHS Foundation Trust reserves the right to review the in-house reprographics provision at any point during the contract term, with the intention to outsource this service to the successful Supplier. For clarity, whilst this is not an immediate requirement from the outset of this contract, the authority reserves the right to outsource the print requirement, with the ability to remove the printing devices that are deployed onsite in that department.

2.2 Online/ Web Based Catalogue

2.2.1 The Supplier shall produce catalogues for the Collaborative, outlining key products as identified in appendix 4.

2.2.2 The online catalogue shall include, but not be limited to, the following functionality:

(i) The online catalogue shall have the ability to be modified to meet the specific Information Technology (IT) requirements of the Collaborative;

(ii) The online catalogue shall be provided through a user friendly and intuitive system, which is easy to navigate from initial login to final completion of order;

(iii) The Collaborative shall be able to create an unlimited number of online accounts with individual password protected log-in details;

(iv) The Supplier shall provide, on request from the Collaborative, a new password for the named account. The new password shall be sent to the nominated email address within a twenty four (24) hour duration (assuming a standard working week pattern) from the initial request; and

(v) The Supplier’s online product catalogue system shall be suitable for uploading into the Collaborative’s eProcurement systems.

2.2.3 As a minimum, the online catalogue will include:

(i) A photographic image, which is a true representation of the product;

(ii) A description of the product, including size and dimension;

(iii) The name of the manufacturer of the product;

(iv) The product code reference;

(v) The denomination of pack size and quantity of the product; and

(vi) The price £GBP of the individual product based on the denomination of quantity excluding VAT.

2.2.4 The Supplier shall carry out any modifications or changes to the Collaborative’s online catalogues with minimum disruption and shall be completed out of normal office working hours. Timing of any such changes shall be agreed in advance with the Collaborative.

2.2.5 The Supplier shall not disclose any products/services or materials, which have been created specifically for the Collaborative, without the explicit written permission of the Collaborative.

2.3 Delivery

2.3.1 The Collaborative currently receives next day delivery, providing that the product stock is held on the shelves. Currently, the Supplier obtains, holds and supply the products to the Collaborative. Following a minimum 3 months of trading on each product and at the point of replenishing products, the Supplier estimates a reorder quantity based on the most recent 12 weeks of trading. The Supplier then reprints stock lines based on the reorder quantity following receipt of an email confirming authorisation to print. Should the authorisation to print not be received within 3 working days, then the Supplier continues to print in order to maintain the service levels. This concept is expected to continue but the Collaborative will be looking to work with the Supplier to establish what the reorder quantity should be based on.

2.3.2 The Supplier shall make deliveries to a Contracting Authority’s site(s) between the hours of 08:00 to 17:00 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 Collaborative.

2.3.3 All deliveries must be in sound condition, securely packaged and distinctly marked with the Supplier’s identification and the full address of the recipient of the Order.

2.3.4 For all Orders, the Supplier shall obtain a signature at the point of delivery from an authorised member of the Collaborative’s staff to acknowledge the number of parcels received. The goods are to be delivered to Trust Receipts, before then being checked in and delivered to the appropriate department.

2.3.5 Any special requirements relating to delivery will be advised by the Collaborative.

2.3.6 The Supplier shall provide, and remove, all pallets, containers and cages as required.

2.4 Returns

2.4.1 If the Supplier fails to supply the correctly ordered Goods, or the quantity required, the Supplier is required to deliver to the Collaborative the correct Goods within a timescale agreed by the Collaborative.

2.4.2 The Supplier should note that the Collaborative might have no facility to return Goods. If a Supplier incorrectly fulfils an Authority’s Order by sending faulty, non-conforming, incorrect or the wrong quantity of Goods, then the Collaborative shall not be required to pay for those Goods. The Collaborative 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 Collaborative.

2.5 Complaints Handling

2.5.1 The Supplier shall have a robust and auditable complaints procedure for logging, tracking, investigating, managing, escalating and resolving complaints initiated by the Collaborative and their users.

2.5.2 The complaints procedure shall comply with the following:

(i) All Complaints shall be logged and acknowledged within twenty-four (24) hours of receipt (assuming a standard working week pattern);

(ii) All complaints shall be resolved within ten (10) working days of the original complaint being made, unless otherwise agreed with the Collaborative;

(iii) The Supplier shall replace any returned or faulty Goods with items of the same price and quality within ten (10) working days from the date the complaint is made; and

(iv) All complaints shall be recorded, together with the actions and timescales taken to resolve the complaint.

2.5.3 The Supplier shall analyse and identify any pattern of complaints and bring these to the attention of the Collaborative during supplier review meetings.

2.5.4 The Supplier shall have in place an escalation route for any complaints that have not been resolved within the specified timescales.

2.5.5 The Supplier shall ensure that Supplier Personnel have the appropriate skills in all Supplier systems to deliver to the required standard.

2.5.6 Where more than one substantiated complaint is made against any individual Supplier Personnel, within any month, the Supplier shall investigate and take appropriate action

to mitigate future reoccurrence. The Supplier shall include details of the complaint and action taken in the monthly performance monitoring reports with the Collaborative.

2.6 Pre-Production Services

2.6.1 The Supplier shall also provide:

(i) Proofs – the Collaborative will detail the required proofing process;

(ii) Artwork and proofs in a digital format;

(iii) Hard copy artwork and proofs;

(iv) Print ready artwork;

(v) Artwork ready for online publishing and eCommunications;

(vi) Artwork for online templates;

(vii) Photograph retouching service; and

(viii) Image research and sourcing services.

Creative concept and brand development services are not included in the scope of Pre-Production Services.

2.7 Digital Solutions

2.7.1 In adherence to both sites’ respective digital strategies, the Collaborative will require support to develop innovative strategies to move away from traditional print solutions to cost effective print alternatives (such as digital print services and digital content).

2.7.2 The Supplier shall be able to offer services to convert document /data into formats that allow publishing and communications via electronic means, including the associated delivery and management of this.

2.7.3 The Supplier shall be able to offer digital solutions which may include, but is not limited to, design, development, delivery and management of such content.

2.8 Implementation

2.8.1 The actual timing of transition will be agreed between the Collaborative and the Supplier at Call Off Contract stage.

2.8.2 The Supplier shall provide a Transition Plan to the Authority within 30 days of the contract award, and should be developed from the version submitted as part of the tender proposals.

2.8.3 During the Transition Period the Supplier shall:

 Liaise with the Collaborative and the current incumbent providers to understand and enable the successful completion of all the implementation activities;

 Work with the Collaborative to produce a mutually agreeable Transition Plan which sets out when individual sites will be transitioned from their current arrangement;

 Ensure that all risks associated with the transition process and period are identified and minimised to ensure a seamless change of control between any current third party providers of the current provision, and the Supplier; and

 Provide all necessary evidence of achievement against the mutually agreed milestone timescales to the Collaborative, where applicable.

2.8.4 The Collaborative will monitor progress of implementation against the agreed Transition Plan.

2.8.5 To facilitate successful implementation, the Supplier will be expected to provide and facilitate the training of print account holders, to ensure a seamless transition to the new ordering mechanism.

2.9 Management Information

2.9.1 The Supplier should provide individual reports that are agreed with the Collaborative at the point of contract commencement. However, the reports should be provided monthly and include, but not be limited to, the following detail:

(i) Product code ordered

(ii) Product description

(iii) Volume ordered by print account

(iv) Unit cost and total cost (exclusive of VAT)

2.9.2 Reorder stock information that the Collaborative are liable for will need to be provided on a monthly basis, so that the appropriate stock levels are maintained throughout the course of the contract term. This should also reflect rate of reorder and emphasise the lines that have not been ordered at the rate they previously were, so that the Collaborative can investigate this internally.

2.10 Commercial Requirements

2.10.1 Suppliers are asked to provide a percentage discount against the total annual price for Non-stock and stock external print requirement. The Annual Spend after discount applied figure will then be multiplied by 5 and added to the total contract price for MFDs under the same lot to equal the total contract price, as described in the pricing schedule

2.10.2 Once the successful supplier has been identified they will be expected to perform an audit of the current external print requirement under the awarded lot/s creating a full basket of external print products to draw down from each with a fixed unit price based on current usage volumes. The unit cost for each product within the basket would be fixed for the 5 year term of the contract. The total pricing of the full basket must come within discounted price submitted at Tender stage with each individual item costed accordingly.