

**NATIONAL PUBLIC SECTOR PRINT AND
RELATED SERVICES FRAMEWORK**

CPC/KL/01/2017

USER GUIDE

OCTOBER 2018

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1 Introduction

The Crescent Purchasing Consortium Limited has put in place an EU compliant framework for Print and Related Services (hereafter the framework). It is a proactive, best value, collaborative framework that can deliver your entire need for Print and Related Services.

2 Framework Summary

The framework agreement is designed to be a one stop shop for an organisation's entire Print Related Services across 3 Lots:

- Lot 1 Printing
- Lot 2 Design and Print
- Lot 3 Neutral Vendor

Framework users should note that the services and supplies detailed below are not representative of all services and supplies available under the framework. Suppliers are at liberty to make available to framework users their wider portfolio of print and related services within the broad definition of the services and supplies available under each of the framework Lots

Lot 1 – Printing

This Lot is designed to provide framework users with access to a comprehensive suite of printed material including but not limited to, the printing of the prospectuses, letterheads, postcards, flyers, leaflets, reports, newsletters, business cards, guides/brochures, roller banners and large external banners.

There are eight suppliers awarded a place on this Lot as detailed below:



Access to the suppliers' range of printed services and supplies is available via either

- the individual supplier account managers – see Appendix A below,
- the framework Contract Manager, or
- the framework Help Desk

Lot 2 – Design and Print

Under Lot 2, the framework user not only procures the printed material but also utilises the services of the Lot suppliers to design the printed material. This is in addition to users having full access to a comprehensive suite of printed material including but not limited to, the printing of the prospectuses, letterheads, postcards, flyers, leaflets, reports, newsletters, business cards, guides/brochures, roller banners and large external banners.

There six suppliers awarded a place on this Lot as detailed below:



Access to the suppliers' range of design and print services and supplies is available via either

- the individual supplier account managers – see Appendix A below,
- the framework Contract Manager, or
- the framework Help Desk

Lot 3 – Neutral Vendor

This Lot is designed to provide framework users with access to a neutral vendor who does not provide the print service themselves but works on behalf of the framework user to obtain the best value service from a bank of print and related services suppliers. The suppliers might be suggested by the Neutral Vendor and/ or by the individual framework user preferences or the requirement advertised locally for that framework user. The neutral vendor would manage, control and maintain all customer facing activities directly with, and on behalf of, the framework user.

There are five suppliers awarded a place on this Lot as detailed below:



Access to the suppliers' range of Neutral Vendor services and supplies is available via either

- the individual supplier account managers – see Appendix A below,
- the framework Contract Manager, or
- the framework Help Desk

3 Buying from the Framework

How do framework users buy from the framework? This can be done in one of two ways:

3.1 Direct Award

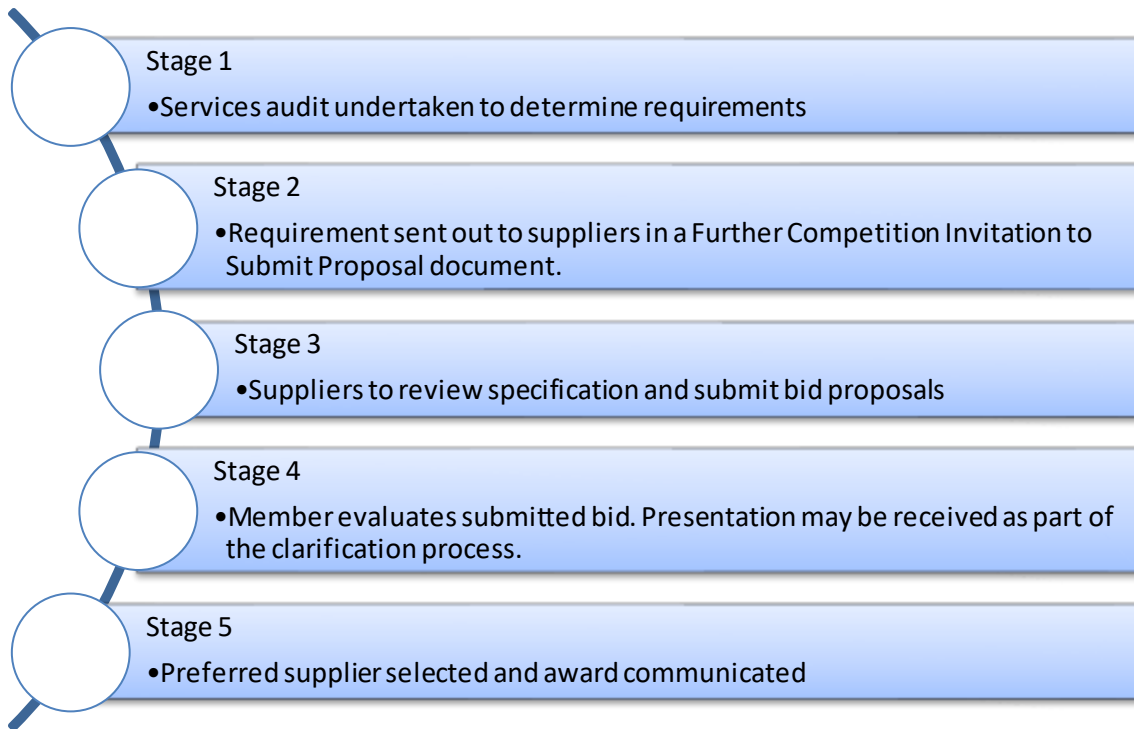
Direct Award is an option under the framework. The rules governing Direct Award are defined within the Public Contracts Regulations 2015 and Framework users' attention is drawn to these rules. Direct Award takes place where a framework user direct awards business to a supplier without the supplier having to engage in a further competitive process to win the contract.

Each supplier has an agreed price list for the services and supplies available under the framework and these can be accessed by contacting either the specific supplier Account Manager, the framework Help Desk or the framework Contract Manager. The price lists may be of assistance to framework users when deciding whether or not to Direct Award to a supplier.

3.2 Further Competition

A framework user can engage suppliers in a further competition in pursuit of additional value. When engaging in a further competition exercise, framework users must invite all the suppliers to participate in the further competition. All suppliers must be given the opportunity to engage in a further competition. Whereas all suppliers must be given the opportunity to engage in the further competition, they are not obliged to submit a quotation and may decide not to submit a bid under the further competition. This doesn't invalidate your further competition.

The following is an example of a traditional further competition process (for illustrative purpose only):










Basic advice and guidance upon conducting further competitions can be obtained from the framework Help Desk.

If conducting your own further competition, exercise framework users should note the base evaluation criteria and weighting for the Lot under which they are conducting the process. Full details of the weighting that underpins each Lot can be found in Appendix E.

A standard further competition template for use in a traditional further competition is attached in Appendix B for framework users wishing to undertake their own further competition exercise.

4 Further Competition Support Service

In addition the framework offers a comprehensive further competition procurement service. The further competition support service provides either a light touch documentation review service prior to engaging in the further competition, or a full procurement support service to undertake a fully compliant further competition exercise. The full procurement support service is detailed overleaf:

-  Assistance with/determination of a customers' technical specification and requirements
-  Assistance with/compilation of the specification
-  Compilation of further competition documents and evaluation model
-  Dispatch of the above to framework suppliers
-  Receipt of bids
-  Assisting the customer with the undertaking of evaluations. Presenting findings and recommendation to the customer.
-  Communicate results of further competition to bidder

The further competition support service fees will vary depending upon the potential scale of the requirement and the degree of technical/specialist advice required and costs are available upon request.

The documentation review service is available to framework users engaging in further competitions. Framework users' completed further competition documentation can be reviewed, critiqued and where appropriate amendments suggested, ensuring the documentation is fit for purpose and in keeping with spirit of the framework; thus enhancing the chances of a successful further competition. It is important to note that this service does not provide a documentation drafting service. Documentation drafting is an integral part of the full procurement support service detailed earlier in this section.

Should you require further information about either of these services, or wish to benefit from the services, please contact the Strategic Contract Manager Steve Davies:

steve.davies@npg-ltd.com

07966 040564

5 Placing an order

Having selected your chosen Print and Related Services supplier, orders can be placed in one of the following ways:

- i) By signing the Framework Order Form (a copy is detailed in Appendix C).

- ii) By signing the Call-Off Contract Terms and Conditions which are available from the framework Help Desk .
- iii) By signing the Framework Access Agreement (a copy is detailed within Appendix D)

Your preferred supplier will populate your choice of order documentation with the full details of your requirement and then present you with the completed document for signature. Please note, it is not necessary to sign the Call-Off Contract terms and conditions, as both the Framework Order Form and Framework Access Agreement under which the contract will be enabled clearly references the framework call-off terms and conditions.

Please ensure a copy of your order is emailed to the framework Help Desk at the address detailed below: www.nationalpublicsectorprintservices.org. This information will be treated in confidence and is required for internal framework management information purposes only.

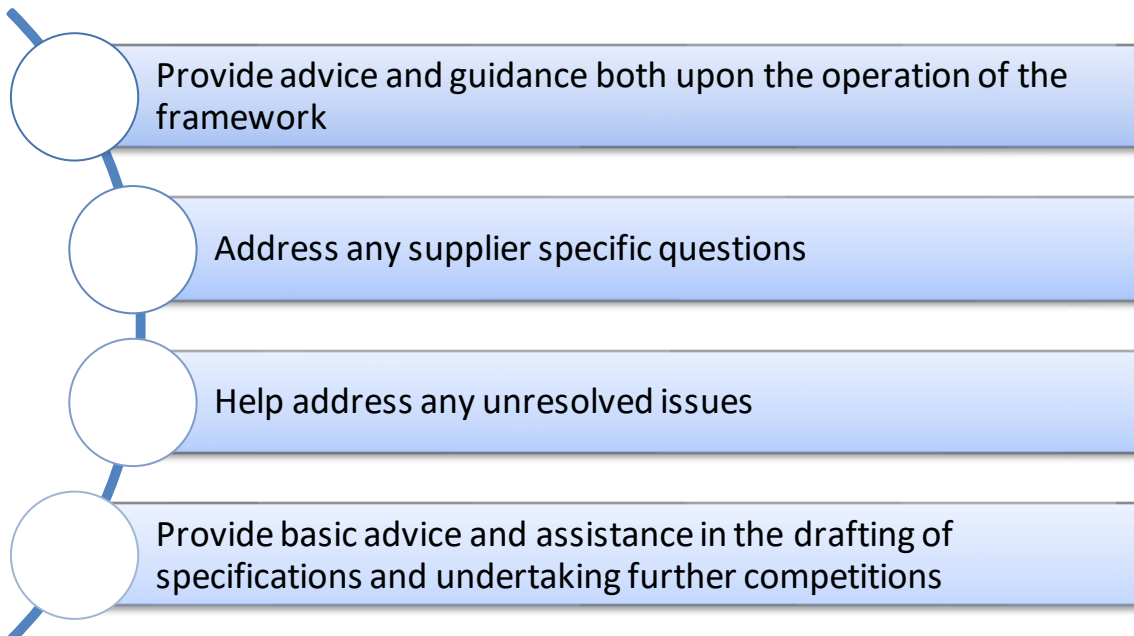
6 Contract and Account Management

Day to day contract management support is available from the framework Help Desk and the Contract Manager. The Help Desk is open from 09:00 to 17:00 Monday to Friday excluding Bank Holidays and can be contacted either by phone or email as follows:

Email: www.nationalpublicsectorprintservices.org

Tel: 03453 020 018

The friendly Help Desk staff will be on hand to answer your questions and assist you in any way they can. Specifically they can:



General enquiries that cannot be answered immediately will be responded to within 24 hours of receipt of the enquiry. Enquiries of a more complex nature may require additional analysis and review, and therefore such enquiries may take up to five working days to facilitate a response.

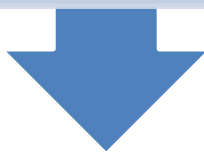
In addition to the Help Desk, additional account management support is provided by the appropriate Supplier Account Manager. Account Managers are detailed in Appendix A and they can be contacted with regards to any matter concerning the receipt of service.

7 Complaints and Escalation Procedures

Day to day complaints should be raised in the first instance with your chosen supplier. Where appropriate they may also be raised/escalated to the Help Desk. All complaints raised with the Help Desk will be recorded and the way forward agreed with the framework user. In the vast majority of cases such complaints will be addressed to the satisfaction of the framework user within a reasonable period of time (such time will vary depending upon the nature of the complaint). However in the unlikely event that a complaint is not resolved to the satisfaction of the customer within a reasonable time, complaints should be escalated as follows:

Step 1

Should the Help Desk be unable to resolve your complaint please contact the Framework Strategic Contract Manager, Steve Davies via steve.davies@npg-ltd.com, t: 07966 040564. In the unlikely event that he is unable to resolve the complaint to your satisfaction, then escalate to Step 2.



Step 2

Escalation to the Director, Jon Chamberlain. Jon can be contacted by email on jon.chamberlain@dukefield.co.uk, by t: 01204 374170 or m: 07957888274.

8 Any Questions?

Should you have any questions about the operation of the framework that are not adequately covered by the User Guide, please do not hesitate to contact the Help Desk.

9 APPENDIX A – Supplier Account Manager Contact Details

Corporate Document Services Limited

Alison Li

0113 399 4158

alisonli@cds.co.uk

CSP Limited

Paul Ridgewell

01622 716636

07714 693954

paul.ridgewell@csp.co.uk

Cushion (Nottingham) Limited t/a Cushion Print Management Limited

Paul Bingham

0115 961 6060

07377 673515

paul@cushionprint.co.uk

Deltor Communications Limited

Mike Tippett

01752 841717

miket@deltoruk.com

Financial Data Management plc

John Lydon

0207 055 1600

jlydon@fdmplc.com

Harlow Printing Limited

Vince Hume

07970 271907

vincehume@harlowprinting.co.uk

Hickling and Squires UK Limited

Lee Jordan

01773 536400

07702 369278

Lee.jordan@hickling-squires.co.uk

Latcham Direct Limited

Mark Skirton

0117 311 8208

07974 309366

mark.skirton@latchamdirect.co.uk

Springfield Papers Limited

Ronald Coldrick

0117 961 9049

roland@springfieldpapers.com

Systematic Print Management Limited

Pete Allison

01472 851091

pete@systematicprint.com

10 APPENDIX B – Further Competition Template

APPENDIX B IS ATTACHED AS A SEPARATE FILE

11 APPENDIX C – Framework Order Form

PRINT RELATED SERVICES FRAMEWORK ORDER FORM

CONTRACT No CPC/KL/01/2017

Contract for the Provision of Cashless Payment Systems and Associated Supplies and Services

[] (the Customer) wishes to purchase the below mentioned Supplies and/or Services. This Purchase Order is for the purchase of the said supplies and/or services. Execution of this Order Form by the Customer shall automatically bind the Customer into the Call Off Terms and Conditions with [] (the Supplier); a copy of which (as appropriate) has been provided to you.

Service	Description	Price
		£
		£
		£
		£
		£
Total Price		£ excl VAT

Name of Establishment (The Customer) _____	
Service Address	Invoice Address (if different)
Post Code	Post Code
Contact Name (PRINT) (Mr/Mrs/Miss/Ms/Dr/Rev)	
Tel No:	Membership No
Email:	Fax No
Service Commencement date preference _____	
Signature (Customer)	Date:
Name (Print)	Position

12 APPENDIX E – Framework Weighting

The weighting used to select providers through the original Invitation to Tender process is detailed below. Weighting is listed for information purposes to assist framework users in determining their further competition evaluation criteria and associated weighting. Framework users are advised to select evaluation criteria and associated weighting that supports the spirit of the framework and can be clearly related back to the original published criteria. Certain criteria may be more or less relevant or indeed not relevant at all, to a framework users' further competition and therefore their evaluation approach may be subtly different to that adopted in the original Invitation to Tender.

Award Criteria	Original Tender Weighting Lots 1 and 2	Original Tender Weighting Lot 3
Pricing (Framework User range 30% - 80%)	60%	55%
Customer Requirements (Framework User range 10% - 40%)	20%	25%
Added Value (Framework User range 5% - 20%)	10%	10%
Corporate Social Responsibility (Framework User range 5% - 20%)	10%	10%

Use of Supplier Presentations and Site Visits as part of the Bid Evaluation Process

Supplier presentations can be received as part of the evaluation process. Should you wish to have supplier presentations you must make mention of this within your further competition documentation.

In most cases supplier presentations are not scored in their own right but are instead used as way of clarifying the Evaluation Panel's understanding of the suppliers' written submissions. The Evaluation Panel may elect to reassess a score given to a supplier in respect of the evaluation criteria where it is clear from a presentation that the Evaluation Panel has misinterpreted the written submission.

If supplier presentations are to be scored one must take great care to ensure that whatever is to be scored is clearly determined in advance of the presentation. It is also important that suppliers are aware of how the presentation is to be assessed.

Site visits can be undertaken but similarly to presentations, they are generally not scored in their own right but are instead used as a means of clarifying the Evaluation Panel's understanding of the suppliers' written submissions. The Evaluation Panel may elect to reassess a score given to a supplier in respect of the evaluation criteria where it is clear from a site visit that they have misinterpreted the written submission.