**APPENDIX 2 - SERVICE SPECIFICATION**

**PS/2019/284 OFF-SITE PRINTING – LOT 1 DIGITAL & LITHO PRINTING (INCLUDING LARGE FORMAT PRINT)**

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### 1. INTRODUCTION AND BACKGROUND

1.1 Thurrock Council would like to engage with suppliers to provide the following Off-Site Printing services:

Lot 1 – Digital and Litho Printing (including large format print)

Example job requests are shown in Appendix 1.

1.2 The Council has an in-house design service that currently works to support Thurrock’s strategy to reduce print and move more communications online. Often working to deadline, we are seeking successful Contractors for the above Lot who will work closely with the Design Team and identify the best way to produce the materials, which could include a non-print-based solution.

1.3 Due to the anticipated volume of work to be ordered in Lot 1, it is the Council’s intention to award this specific Lot on a framework agreement. A maximum of 3 bidders will be taken onto the framework and the decision on which organisations are taken onto the framework will be based on the published evaluation criteria. A mini-competition will be held where printing work is required, however, a direct award may be made in circumstances where delivery turnaround is of particular urgency. Where this is the case, a sample of the printing work will be provided to each organisation with a requirement to respond with a delivery turnaround time. The quickest delivery turnaround will be the one that is selected.

1.4 The contract period is for 3 years with the option to extend for a further 1 year.

### 2. AIM OF THE CONTRACT

2.1 Overall, this Contract shall deliver the provision of Digital and Litho Printing (including large format print) as per the service requirements set out in Section 4. Achievement of the aims will generally be measured by the Contractor’s performance as set out in the Key Performance Indicators in Appendix 2 to this specification.

### 3. GENERAL REQUIREMENTS

#### 3.1 Customer Care

3.3.1 Thurrock has an excellent reputation for customer service, and aim to maintain this by working in partnership with their Contractors.

#### 3.2 Working with the Council

3.5.1 The Contractors shall deliver this service with the Council in a way that embodies the spirit of partnership.

3.5.2 The Council’s “Authorised Officer” shall provide the overall client management element of the contract and day to day administration in terms of instruction, variation and data collection.

#### 3.3 Complaints

3.3.1 The Contractors shall put in place a complaints system that is compatible with the Council’s Complaints Procedure, details of which are available at <https://www.thurrock.gov.uk/complaints-procedure/how-to-complain>. Details of complaints and the remedial action where appropriate shall be shared with the Council’s Authorised Officer at the performance meetings.

### 4. SERVICE REQUIREMENTS

#### Service Description

* + 1. The print services and solutions available under the Lot should include:
* Print and paper products
* Operational and security print
* Large format and wide print
* Finishing services
* Direct mail
* Postage
* Database management
* Storage, fulfilment and distribution
* Stock management
* Simple design and art-working

4.1.2 The Contractors are not guaranteed any minimum level of work, or any work at all, under the contract. The Council also does not guarantee that they shall use the contract exclusively for the provision of all of the Council’s printing.

* + 1. The Contractors shall provide the Council with reliable, responsive print services comprising a quality printing, packaging, finishing and delivery service using paper and printing materials acquired from sustainable sources.
    2. The Contractors will meet all agreed delivery dates and times specified for each job request and, where necessary, to store goods on the Contractor’s own premises until the required delivery date.
    3. The Contractors will keep and provide accurate management information on the Council’s usage and expenditure on printed materials and also levels of savings achieved to the Authorised Officer in a format agreed.
    4. The Contractors will ensure the provision of an efficient and effective service including safe packaging, transit and delivery to the appropriate council building or room.
    5. Once awarded the print job the Contractors shall undertake the work in accordance with the individual specification and within the specified timeframe for that print job. The format for the submission will be provided to the Contractors prior to commencement of the job.
    6. On completion the finished work shall be delivered on the instructions of the Authorised Officer.
    7. On completion of each job request, an electronic copy of the delivery note shall be emailed to the Authorised Officer to ensure prompt payment.
    8. All printing shall be carried out in accordance with the Authorised Officer’s instructions using environmentally friendly printing materials and paper.
    9. Should unforeseen circumstances result in the Contractors being unable to provide goods/materials in accordance with the requirements detailed in the job request or of any other quality and standard specified by the Council, the Contractors may, following agreement with the Authorised Officer, supply substitute goods/materials of not less than equivalent quality at a price not exceeding the agreed price for as long as the Contractors are unable to provide the specified item. The Contractors shall note, however, that in such circumstances the Council reserves the right to offer the work to another Contractor (if applicable) out of the contract scope.
    10. All artwork for job requests will be provided by the Authorised Officer via email.
    11. The Contractors shall transmit electronically to the Council in PDF format, all proofs for approval by the Authorised Officer within 48 hours of the artwork being provided or to an alternative timescale by prior agreement. These proofs shall allow the Authorised Officer to make minimum amendments to text etc without incurring additional cost.
    12. The Contractors may occasionally be required to undertake a fulfilments service, which may include more than one item of goods to be packed. The Authorised Officer shall approve such processes.
    13. The Contractors shall bear all commercial risks that may occur during the operation of the contract and/or the performance of any job request.
    14. Where access difficulties are experienced at any location for delivery, the Contractors shall make specific delivery arrangements with the occupiers (or any officer in charge of the location, such as facilities, if appropriate) and report the fact to the Authorised Officer.
    15. The Contractors shall not assign or sub-contract the contract unless the Council has provided written prior approval.
  1. **Liaison & Management Information**

4.2.1 The Authorised Officer shall engage in liaison meetings with the Contractors at intervals, times and locations agreed. These meetings will also be used to identify any areas of concern or default and to jointly develop solutions to these problems.

4.2.2 The Contractor’s offices shall be staffed at all times at a minimum between 9am and 5pm Monday to Friday (except Bank Holidays) by staff who can receive instructions from the Authorised Officer through usual communication channels.

* + 1. The Contractors shall provide whatever form of management information the Authorised Officer may reasonably require in order to ensure that the requirements of the contract or job request are being adhered to. Such information shall include but not be limited to:
* All works undertaken for the Council for the period
* Any complaints received together with how they were addressed
* Any savings achieved
  + 1. The Contractors shall maintain at its own expensive whatever records are necessary to enable the contract to be performed. The Authorised Officer shall be permitted free access to these records which the Authorised Officer shall treat as confidential unless the records indicate any omission or default by the Contractors in respect of any aspect of the performance of the service.
  1. **Copyright**

4.3.1 All graphic design, visuals, camera-ready copy, originals, proofs, and artwork produced or supplied by the Contractor shall become the property and copyright of the Council. Any loss or damage caused to originals, camera-ready copy, artwork either prepared by the Contractors or supplied to the Contractors by the Council, shall in the event of loss or damage, whilst in the possession of the Contractors be replaced at the Contractor’s expense.

**Confidentiality**

4.4.1 Some of the Council’s work may be politically sensitive or newsworthy or be subject to a press publication embargo. The Contractors shall ensure that it maintains rigorous security to safeguard confidentiality, including but not limited to:-

* Vetting of staff
* Not permitting unauthorised access to material
* Ensuring physical security of documents and premises
* Obtaining signed confidentiality undertakings from staff; and
* Ensuring confidential disposing of waste
  1. **Delivery**

4.5.1 When delivering, the Contractors shall note that strict parking restrictions operate around the main Council offices and the Contractors

shall fully observe such restrictions.

4.5.2 The Council makes all delivery companies aware they have up to 20 minutes to load or unload providing they are not parked on loading restrictions and the load is heavy/bulky or both and their actions are continuous. The Council’s Civil Enforcement Officers will observe a liveried vehicle for 5 minutes on single yellow lines to see whether the action is continuous. If a vehicle is parked on a double yellow line a Penalty Charge Notice will be issued immediately. There are occasions that the delivery staff may be delayed in a building but if a Penalty Charge Notice is issued they have a right of appeal and providing they show evidence of the goods delivered this will be considered compassionately.

### 5. PERFORMANCE MANAGEMENT

#### 5.1 Record Management

5.1.1 Provision of accurate up-to-date records is a key element of contract performance and the Council’s ability to ensure that maintenance has been carried out within timescales and to best industry practice, and, where appropriate, in compliance with any relevant statutory legislation.

5.1.2 The Contractor shall therefore provide and maintain the following records:

* Details of deliveries, delivery records, invoices, and payment records.

#### 5.2 Performance Management

5.2.1 The Council’s Authorised Officer will be responsible for Performance Management of the Contract. Management will take place through analysis of data, consideration of performance against the KPIs and regular meetings with the Contractor.

5.2.3 Contract Management meetings shall take place at regular intervals between the Council and the Contractor, according to need, but in any case at a minimum of monthly during the implementation phase (first three months) or any replacement programme, and quarterly thereafter.

#### 5.3 Key Performance Indicators

5.3.1 The Contractor shall provide data to evidence their performance against the Key Performance Indicators set out in Appendix 2. These KPIs are set for the first year of the contract. Details to be submitted to the Council’s Authorised Officer to the schedule as set out in the “Reporting Frequency” column.

5.3.2 The Council will both the performance against and the relevance of, the Key Performance Indicators on an annual basis and agree with the Contractor any revisions of these in advance of the next contract year.

#### 5.4 Data Collection

5.4.1 Additionally, the Contractor shall provide data as requested by the Council’s Authorised Officer which will evidence further performance of service delivery. This data may not initially have a target figure, but may form part of the discussions and amendments to the list of Key Performance Indicators.

#### 5.5 Contractor’s Quality Assurance

5.5.1 The Contractor shall put in place a robust quality management system that they will use for internal monitoring to ensure that the level of service delivered is as required by the Council. Details of the proposed quality Assurance System shall be provided within the tender submission.

#### 5.6 Payments

5.6.1 From 1st April 2015 it is mandatory for all suppliers to Thurrock Council to sign up to Oracle i-Supplier as part of our wider Digital Strategy. All payments will be processed through this system. Details of i-Supplier are contained for your information at Appendix 3.

### 6. OTHER REQUIREMENTS

#### 6.1 Social Value

6.1.1 The Council is fully committed to implementing the aims of the Social Value Act 2012 and through this procurement, how the economic, social and environmental wellbeing of Thurrock could be improved both during the process and on an ongoing basis. The Council’s Social Value Framework can be viewed here: [Thurrock Council Social Value Framework](https://www.thurrock.gov.uk/sites/default/files/assets/documents/social_values_framework_201411.pdf).

6.1.2 To this end, the Contractor will implement a range of initiatives to achieve the relevant improvements to include, but not limited to:

* Local employment, training and apprenticeships
* Environmental sustainability – use of products and working practices
* Using paper and printing materials acquired from sustainable sources

Bidders will make proposals around these as part of their tender submission and once agreed by the Council, will become a contractual obligation for the successful Contractor.

#### 6.2 GDPR & Data Protection

6.2.1 The UK government has introduced the Data Protection Bill (replaces the Data Protection Act 1998) which enables the UK to continue as is once the UK exits the EU. The new Bill includes all the EU standards as set in the General Data Protection Regulations (GDPR) as well as some UK specific elements relating to Law Enforcement and National Security.

* + 1. The Provider will comply with all legislation and best practice regarding Data Protection, including the Data Protection Act 1998 (DPA), GDPR and Council Policies, and any updates to these that come into force during the term of the contract.
    2. The Provider will act as a ‘Data processor’ on behalf of the Council. Whilst Providers currently have certain responsibilities under the Data Protection Act, the new GDPR will bring increased responsibility and accountability for data processors, with the Information Commissioners Office (ICO) being given new powers to issue financial penalties against data processors that do not adhere to the guidelines.
    3. The Provider will ensure that it only sends confidential personally identifiable information to the Council and third party agencies via two specific methods of communication:

1. By hand to the receiver of the information if this is paper based – documents should not be posted and should be passed directly to a member of staff and not left at any reception desk
2. By utilising the ‘Leapfile’ programme that the Council uses for secure data transfer (or any future applications the Council may utilise in its place)
   * 1. Under no circumstances shall the Provider send personal and sensitive information to the Council or any other agency or Service via standard email.  In cases where Council staff are not registered with this system the Provider must request that they gain access before sending information. Where the request is urgent and cannot wait for this to be put in place information must be provided verbally.
     2. Information can be sent to the Council via ‘Wetransfer” (web based) file transfer system or any other system chosen by the Council.
     3. The Provider will collect and hold only relevant data under the ethos of ‘appropriate collection’.
     4. Where the Provider is collecting data in its own right i.e. not under the responsibility that the Council gives the Provider to act as data processors, it will register with the UK Information Commissioners Office (ICO) as a data controller.

**Appendix 1 – Example Job Requests**

**Lot 1 – Digital and Litho Printing**

**Title: A5 Landscape Booklet**

Size: 4pp A5

Quantity: 500

Printing: Full colour throughout

Material: 350gsm Silk

Finishing: Soft touch laminate both sides, silver foil in two places. Trim to size and pack

Delivery: Thurrock Council unless otherwise stated

**Title: A6 Postcard**

Size: 2pp A6

Quantity: 1000

Printing: Full colour throughout

Material: 250gsm Gloss

Finishing: Trim to size and pack

Delivery: Thurrock Council unless otherwise stated

**Title: DL leaflet**

Size: 6pp DL

Quantity: 2000

Printing: Full colour throughout

Material: 150gsm Silk

Proof: No proof unless otherwise stated

Finishing: Trim to size, roll fold to DL and pack

Delivery: Thurrock Council unless otherwise stated

**Title: Roller Banner**

Size: 850 x 2145

Quantity: 1

Printing: Full colour one side only

Material: 270gsm stayflat

Proof: No proof unless otherwise stated

Finishing: Trim, affix to roller banner mechanism

Delivery: Thurrock Council unless otherwise stated

### Appendix 2 – Key Performance Indicators

|  |  |  |  |
| --- | --- | --- | --- |
| **Objective** | **Performance Measure** | **Target** | **Reporting Frequency** |
| Services completed in accordance with agreed programme | % services completed accurately within agreed timescales | 90% | Monthly / Quarterly |
| Low level of complaints received | % of complaints resolved within agreed timescales | < 5 per annum |  |
| Achievement of agreed Social Value outcomes | % Social Value targets delivered | 80% | Quarterly |
| Management information data submitted in agreed format and timescale | % management information data reports submitted | 100% | Quarterly |
| Contract review meetings | % of meetings attended | 100% | Monthly for the first 3 months of the contract then quarterly |
| Expenditure compliant with contract and price | % invoices compliant with payment schedule and submitted via Oracle | 100% | Quarterly |

### Appendix 3 – Oracle i-Supplier

**Definition**

Oracle i-Supplier is an internet based portal that provides direct access to essential business records with the Council. Provided internet access is available for use, the portal can be accessed anywhere, anytime, enabling our suppliers to:

* flip purchase orders converting these into e-invoices – eliminating the need to send us a paper invoice
* view the status of invoices – whether these have been received, processed or paid
* view actual payments
* view who to contact in the Council regarding any purchase order received from the Council, and
* export (download) data into a spread sheet for your own use.

**Benefits**

* The following benefits have been identified:
* Registering and using i-Supplier will reduce the length of time we take to pay an invoice – unless specifically agreed with us, our standard payment terms are 30 days. If suppliers use i-Supplier we pay within ten days.
* Stationery and postage costs will be reduced as no paper invoices are required.
* Business efficiency will be improved as suppliers can load invoices directly into the system ready for processing and automated payment.

**How to use register and use i-Supplier**

Download the terms and conditions of use from our website by following the link <https://www.thurrock.gov.uk/i-Supplier>

Sign and return (either a scanned copy via email or a hard copy in the post) to [alperry@thurrock.gov.uk](mailto:alperry@thurrock.gov.uk) or to

Amy Perry

Procurement Team

Civic Offices,

New Road,

Grays

Essex RM17 6SL

Advise two contacts that would require access to the portal, one being a primary contact, the 2nd a secondary contact.

You will be sent a link to the system with login details and a user guide