

Specification for Student Study Material Production Contract

University of London

The University's expects the Contract to provide at least the following outcomes:

- A competitive, sustainable and efficient service that meets the University's demand and requirements for Study Material production
- High quality finished products that meet or exceed Student expectations for provision of Study Materials as part of their Higher Education experience
- A Supplier that provides innovative ideas, solutions and flexibility in delivering the Contract, whilst maintaining an effective and responsibility-driven supply chain
- A Supplier that implements value-adding activities that improves Contract performance and that drives Continuous Improvement

How the service is currently delivered:

- The University currently uses two Suppliers to produce Study Materials, one based in Asia and one in the UK
- Print job requirements are calculated by the University, according to current and upcoming demand
- The University requests a quotation for the requirement, which the Supplier provides in due course
- A Purchase Order is raised through the University's system and is emailed to the Supplier
- The Study Materials are produced as per the agreed service parameters and prepared for collection
- The Supplier(s) liaise with the University's courier to collect the goods for distribution

1.0 Principal Service Requirements

1.1 The Supplier will provide the following services as part of this Contract:

- a) Complete, end-to-end production service of University of London Study Materials
- b) Devising production and 'readiness' schedules based on requirements of the University
- c) Provision of receipt confirmations of files and Purchase Orders
- d) All pre-flight checks on PDF files alerting UoL contacts to any issues that may arise which require a resolution
- e) Digital proofing (soft proofs and hard proofs), using virtual proofing system where required
- f) File corrections as agreed with UoL
- g) Occasional Litho printing including 2, 4 and 6 colour work.
- h) Digital Printing including colour work
- i) Finishing and Binding to UoL Specification to include perfect bound saddle stitch, wire-bound
- j) The provision of packing and labelling in readiness for collection by UoL courier/shipping agents
- k) Provide cutting, trimming, folding and lamination services associated with all print work, as required
- l) For digital and lithographic print, provide regular binding and finishing techniques such as saddle stitch, perfect-binding and wire-binding

1.2 Additional services required from the Study Material Supplier:

- a) Provision of off-contract quotations and estimates based on requirements as specified by the University
- b) Very occasional specialist print-finishes such as gold-foil/metallic effects, spot-varnishing, embossing; or services such as print personalization, numbering, scanning etc.
- c) A service capable of receiving multiple Purchase Orders from the University and delivering to the University's varied Divisions and Institutes.
- d) Deliver the University's requirement for a proof for every print job, usually a pdf proof by e-mail or online proof - but for some products a hard-copy proof may be required, such as a digital or a wet-proof. This requirement needs to be built into the prices provided in the Pricing Document and the deadline for the job
- e) Occasionally, production jobs may require faster production times than usual; the Supplier must be able to provide solutions for expedited orders
- f) Any re-work arising from the University's rejection of sub-standard finished work shall be made good at no extra cost to the University and delivered accordance with agreed Contract SLA timescales

1.3 Contract Management

The successful Supplier will:

- a) Nominate an experienced Contract or Account Manager for the University, who will have primary responsibility for the management and performance of the Contract. A backup person must also be nominated in the event the primary contact is not available
- b) Be involved in day to day Contract business as well as strategic service delivery
- c) The University will also name one or more Contract Managers for the Contract term
- d) Provide and develop a system or methodology that will be employed to manage the Contract. This will include active participation and follow up on the University's performance management process, including reviews at Contract implementation, ongoing, quarterly performance reviews and annual strategic reviews
- e) Provision of advice on best economic procedures and materials and keep stakeholders informed of developments and innovations in the market

1.4 Service Level Agreement (SLA)

The successful Supplier will work in collaboration with the University's Study Material stakeholders to deliver a high quality, efficient Contract. For the Contract term the Supplier will be responsible for developing a Contract SLA in collaboration with the University that details how the Supplier will deliver the Study Material Production Contract. The SLA will include, but is not limited to, the following elements:

- a) Ordering procedures and methods
- b) Acceptance or negotiation of submitted quotations (for off-contract pricing)
- c) A process for the approval of drafts and proofs
- d) Delivery processes including timings, deadlines for ordering, delivery to multiple addresses and non-UK deliveries. Default deliveries to the University will be to the Senate House address, to the Loading Bay, unless otherwise indicated in the order
- e) Response and resolution timescales for customer service queries and issues
- f) The University will not make payment for poor quality print work. The SLA will include a methodology for service credits or defaults in the event of Supplier error including the following:
 - i. Poor quality or unapproved print work
 - ii. Orders rejected due to damage or goods returned
 - iii. Delivery errors including delivery times and locations

2.0 Comprehensive Requirements

2.1 Ordering, Invoicing & Payment

- a) Suppliers must be able to accept credit cards as payment. Suppliers must be able to employ an embedded credit card payment system, as part of the University's efficiency plan
- b) The Supplier must also be able to trade on a Purchase Order > Invoice > 30-Day Credit basis
- c) UoL invoices must include a detailed description of the work undertaken and a copy of the signed delivery note. Payment will be made in 30 days, unless the invoice is in dispute. All invoices must show the order's relevant, valid purchase order number and must be submitted to invoice@london.ac.uk for payment

2.2 Communications & Customer Service

- a) All communication is to be conducted in English and detailed requirements will be fully defined in the Contract's SLA
- b) The successful Supplier will provide various methods of communication for a range of circumstances, from day-to-day business to urgent actions
- c) The successful Supplier will implement an efficient Customer Service system and for identifying, monitoring, resolving and reporting on issues and queries
- d) The successful Supplier will implement a system for managing and resolving complaints, including a pro-active and transparent escalation process
- e) The will Supplier provide a named person or persons who shall be designated as a "first point of contact" regarding customer service and complaints

2.3 Examples of Recent Study Material Orders Placed by the University:

Some examples of print projects the University has undertaken are following. These examples represent the type of work delivered in the Study Material Contract:

Title	Domain	Type	Size	Pages	Text Colours	Cover Colours	Binding
TB/HIV, A Clinical Manual (W.H.O.) 2nd Ed.	INFEC	Textbook	A4	210	1	1	Comb Bound
EC3099 Industrial Economics (2015)	EMFSS	Study Guide	A4	152	1	4	Perfect Bind
78D Project finance documentation (2015)	PLAWS	Study Guide	A4	60	1	4	Saddle Stitch
A0100, Notebook: Production & Operations Management (2007)	BUSAD	Study Guide	A5	124	1	4	Wire Bound
Global Health Policy Welcome Letter 2017 - Core Modules	GLOHP	Letter	A4	8	1	/	Stapled

2.4 Content, Production & Fulfilment

- a) The University will carry out all design work required before the production work is carried out and will always hold the responsibility for final approval before projects go into production. However, where the Supplier has noticed errors or other production issues they must bring these to the attention of the University's Study Material Contract Manager before production.
- b) The Supplier cannot make changes to the content without the prior written consent of the University. In any event, the University reserves the right to decline any such request
- c) The Supplier will agree to the University's turnaround times as developed in the SLA, but for the avoidance of doubt, time is of

the essence in this contract

- d) Peak times for the University are April-May and September-October. The Supplier will need to manage the workload and their flexibility to deliver to deadlines
- e) The University and the Supplier will calculate and discuss delivery timescales based on individual requirements and factors, but the University must agree to the timescales prior to commencement of any work
- f) From time to time there will be special projects that are outside the direct scope of this Contract. For example, documents may have more colours or more pages, etc. In this event every accommodation must be made to reach the deadlines required by the University and a pre-agreed timeline and price will be given and emailed as a backup record.

2.5 Storage & Distribution

- a) Where the Supplier works with University's shipping contractor/courier, the Supplier must complete any required documentation or labelling with 100% accuracy
- b) Supplier must prepare, pack and appropriately label orders ready for collection by the University's shipping partner/courier as required
- c) Occasionally the Supplier may be required to ship goods as part of this Contract and if requested, the Supplier should charge reasonable market rates
- d) If undertaking shipping or logistics, the Supplier assumes risk until possession passes to the end Customer (i.e. the student)

2.6 Performance & Quality Management

In order to provide a high quality Study Material Production Contract to the University of London, the Supplier must put in place performance tools and methods that monitor and manage the service for the duration of the Contract. The successful Supplier will:

- a) Provide an implementation plan for establishing a quality Study Material Production Contract, at Contract award. The plan must provide:
 - i. Key milestones and actions
 - ii. For time at the end of implementation for an implementation review with the Client, which will be part of the Supplier's first Contract performance review
- b) Develop, enable and maintain a performance assessment system that will monitor key service performance areas to fulfil the Contract KPIs and Critical Success Factors. This will include standards for quality, production and delivery times etc.
- c) Provide quarterly reports, detailing activity, performance, service delivery, production times, spend etc.
- d) Provide contact details of the staff member who will be responsible for performance and quality during the Contract term
- e) Provide details of any ICT or web based system that will support the delivery and management of the Study Material Contract, including but not limited to, an ordering and payment facility or a specification 'catalogue' for frequently ordered products
- f) Develop, enable and maintain a quality assessment system that will monitor production quality for all products ordered by the University of London. Elements of the system must include the following:
- g) Adherence to the University's House Style Guide for print and design
- h) Regular in-house quality checks to be carried out for each product, providing details to the University on any changes or additions that will be made
- i) External quality checks must be performed if a Supply Partner is engaged to deliver any aspect of the contract, to ensure that the same quality level is maintained and guaranteed
- j) Working collaboratively with the University's stakeholders in the planning and delivery stages of production projects
- k) Deliver the key elements of the [ISO9001 Quality](#) standard that provides a management framework to improve business practices. It is not a requirement that Suppliers have this accreditation but if not, they must provide evidence that they can deliver upon the key principles of this ISO.

2.7 Risk & Security

For the term of the Contract Suppliers will be responsible for the risk and security management elements of their provision of the Study Material production service. The successful Supplier will:

- a) Maintain a security & risk analysis regime that will be employed in managing the Contract
- b) Provide contact details of a nominated manager or staff member who will be responsible for security and risk management for the term of the Contract
- c) Implement processes and procedures to ensure complete security and protection of any and all commercial and personal data to be used (whether physical or electronic), processed, transferred or stored through the duration of the Contract, in compliance with GDPR policy and business confidentiality standards
- d) Ability to use the University's file sharing service, WebDrop, for the safe transfer and receipt of files
- e) Employ a Health & Safety programme for the duration of the Contract
- f) The Supplier shall minimise the amount of packaging required for safe delivery, without compromising on protection of the finished product in transit
- g) The Supplier and its Supply Partner must demonstrate that they are compliant with [ISO27001 Information Security Management Systems](#) with respect to all of the services they shall offer the University. If the Supplier is not fully accredited by ISO 27001, it must be able to evidence that it meets the main principles
- h) The Supplier shall take all measures necessary to ensure that all personnel involved in the performance of the Contract are aware of all on going data security and confidentiality requirements
- i) All responsibility for physical, cyber and data security is assumed by the Supplier and it's Supply Partner, therefore both entities should adhere to strict standards and practices

2.8 Supplier Resources

The Supplier must manage their staff members, Supply Partner, equipment, consumables and other resources to deliver a quality Study Material Production Contract to the University. For the term of the Contract the successful Supplier will:

- a) Maintain a group of skilled, qualified, knowledgeable and experienced staff members, who will deliver the Study Material production service for the University
- b) The Contract will be awarded to the principle bidding Supplier **ONLY** and thereafter they assume all responsibility for their Supply Partner, including its outputs, quality, performance, standards and staff working conditions.
- c) The University of London is a [London Living Wage](#) organisation. All the Supplier's staff members and those of its Supply Partner, who work on the University Contract must be paid the current London Real Living Wage salary, if based in London, for the term of the Contract. If staff are based outside of London or the UK, the Supplier's staff must be paid the UK Real Living Wage as a minimum
- d) The Supplier will be responsible for delivering the Study Material Production Contract with full regard to all UK equalities legislation, particularly the [UK Equalities Act 2010](#).
- e) Provide equalities training for their staff members who will be directly involved in delivering the services for the University.
- f) The Supplier shall ensure that the Supply Partner appointed have the technical and professional resource and experience to unreservedly deliver in full all the service requirements set out in this Contract.

2.9 Sustainability & Ethical Business Practices

Suppliers must provide details on how they will provide the Study Material production service in a socially, economically and environmentally sustainable way. The successful Supplier will:

- a) Provide a Study Material production service to the University that manages the social, economic and environmental elements of the service, in support of the [University's Corporate Social Responsibility Policy](#)
- b) Name the individual responsible for the sustainable issues in the delivery of the Study Material Production Contract
- c) Provide regular reports to the University on their sustainability achievements in delivering the services
- d) Deliver the key elements of the [ISO14001](#) Environment standard for the environmental management of businesses. It is not a requirement that Suppliers have this accreditation but if not, they must provide evidence that they can deliver upon the key principles of this ISO.
- e) Provide details on how they will manage their supply chain to ensure they are free of slavery and human trafficking, in respect of the [Modern Slavery Act 2015](#).
- f) The successful Supplier shall implement policies and initiatives that promote ethical business practices. This will include but is not limited to: recycled material content; product rationalisation and standardisation; leverage opportunities within the Supplier's supply chain; carbon emission reduction; energy efficiency improvements and waste reduction management e.g. reduction in packing materials

2.10 Value for Money, Added Value & Innovation

The Supplier will demonstrate how the following will be delivered in the Contract:

- a) For the term of the Contract, work with the University to develop Value for Money initiatives that will benefit both the Supplier and the University
- b) Provision of additional, relevant services that have not been specified in this tender. Examples of these could include :
 - i. Provision of design services or the production and delivery of promotional merchandise
 - ii. Added value or benefits for the University of London students, such as work experience
 - iii. Added environmental, social or community benefits or practices
 - iv. Translation services
- c) The Supplier shall proactively highlight and propose alternative solutions to the University, to be adopted as alternative solutions to support continuous improvement and sustainable savings, such as alternative sources of supply whilst maintaining the required quality standards, at the same or a lower cost.
- d) Supplier will agree, where relevant, to make the contract available to partnering Universities, Institutions and Colleges of the University
- e) Suppliers are encouraged to submit their innovation proposals for this Contract. Some examples are:
- f) Innovation in the provision of the Contract, including machinery and equipment, consumables, systems, Service Delivery, etc.
- g) Additional, relevant services that have not been specified in this tender. The University may discuss the innovative services with the successful Supplier before and after Contract award.
- h) Innovative ways of providing benefits to the University of London students.

3.0 Contract Pricing

3.1 Pricing Overview

- a) Pricing for the Study Material Production Contract is based upon a Core Price List. The Core Price List refers to a set of products and services that the University will require for the term of the Contract. These prices will be used by the University and the Supplier throughout the Contract, thus eliminating the necessity to produce numerous quotations and pricing inconsistencies

- b) Suppliers should use the estimated Contract values as a guide when determining their Contract pricing. These values are estimates based upon current and projected University expenditure and are intended as a starting point for pricing:

Year	Estimated Expenditure
Contract Year 1	£177,000
Contract Year 2	£165,000
Contract Year 3	£160,000
Contract Total	£502,000

- c) Submitted prices will be accepted as Contract prices, which will remain **static** for the 3 years of the Contract term.
d) The Contract will be reviewed on an annual, strategic basis, in collaboration with the Contracted Supplier.
e) This tender will be evaluated on a 60:40 (%) matrix: 60% will be based on quality and 40% on price. The Core Price List will be totaled and computed according to the Kraljic Matrix formula – the ‘Instructions to Tenderers’ in the ITT pack will contain further details. The lower price submitted, the higher the pricing tender score.

3.2 Completing the Pricing Document (ITT Stage)

The University is keen to improve upon the value of the Study Material spend and Suppliers are strongly advised to consider the best possible pricing they can offer for the Contract term.

- a) Prices must be submitted for all items in the matrices. Incomplete pricing spreadsheets cannot be evaluated. If there is no relevant price to enter on the matrix, e.g. implementation pricing, enter £0.00 into that cell.
b) The ‘Information Only’ matrices will not be scored as part of the evaluation, but will form part of the contract, if the Supplier is successful. This allows for pricing to be established without the need to obtain quotations at a later point, but will not be scored as these services may not be required throughout the Contract term
c) The Pricing Document will include a section for Suppliers to provide pricing for Implementation Costs, if any. These will **only** be for Year 1 of the Contract and must be accompanied by a full description of all Implementation Costs
d) Submitted prices must be expressed in pounds Sterling and **exclusive** of VAT
e) Refer to the table above for details on the estimated Contract expenditures
f) Submitted prices will be **static** for the 3 year term of Contract

3.3 Off-Contract Pricing & Extra Costs

- a) ‘Off-Contract Pricing’ refers to ad-hoc quotations provided by the Supplier to the University for services or products not specified in the Contract. Quotations should be based on the Contract prices and the University reserves the right to purchase the product or service elsewhere if the pricing is deemed unreasonable
b) It is understood and accepted that extra charges may be applied when either the Specification is outside the Pricing Matrix provided (by pre-agreed discussion
c) Extra charges will be agreed by the University’s Contract Manager before the work is undertaken

4.0 Supplier Interview

- a) Shortlisted Suppliers will be required to attend an interview with University of London staff members
b) This is designed to introduce key stakeholders and to make clarifications regarding the tender submission
c) The interviews are scheduled for 23rd October 2019. This is the only date available for the interviews and Service Providers must plan on being available on this date
d) The interview will **not** be scored, but clarifications or comments may affect tender scores