# Education Endowment Foundation

## Invitation to Tender – Print services

## Response to clarification requests

The information below summaries the responses that we have given to clarification requests that we have received since the tender opened. Please note that we will now not be able to respond to any clarification questions.

**Responses relating the general tender process/ the overall contract**

*The submission of tender proposals & clarification of criteria*

- There is not a tender portal or any tender questionnaires/ specific response documents. Tender proposals should be sent to procurement@eefoundation.org.uk
- The main scoring of the tender proposals will be based upon the criteria outlined on page 4 of the invitation to tender document. Previous experience of working with the education sector may be taken into account within the service level/ experience criteria section. The references may also be used to gauge service level/ experience.
- We are not expecting submissions to provide further costings other than for the 4 items listed in the product specification document unless there are other costs "central costs" not associated with individual products (e.g. an indication of storage costs).
- In assessing the Quality of Printed Resources and Quality of merchandise products – we are likely to use both written responses to how you ensure delivery of a quality service *and* sample products supplied.

*Systems & process*

- Communication between the EEF and the successful organisation would take place via email. There is no expectation for an order management system or a specific portal for communication. In addition, there is no third party that the successful organisation would be expected to communicate with.
- We do not currently have any formalised KPIs or review/ performance-based meetings.
- We currently receive invoices monthly.

*Data protection & copyright*

- As part of business-as-usual processes we will share names of schools and contact details for individuals.
- We ask for permission with our Research Schools to share delivery details with our supplier. We would expect that the supplier has appropriate processes in place to keep protect data.
- Everything we publish is under Crown Copyright.

*Costings*

- We are not expecting submissions to provide further costings other than for the 4 items listed in the product specification document unless there are other costs "central costs" not associated with individual products (e.g. an indication of storage costs)
- For the purposes of the tender proposal, we would appreciate rates to be split out (e.g. unit rates rather than bundled pricing) so that we can make comparisons.
- We would be interested in understanding the factors which impact your pricing (e.g. number of reports in each order; frequency of order etc.)
- It would be helpful if you could include an indication of the cost of deliveries.
- Order numbers per run (and number of runs) depend significantly on the report being printed and the contextual factors that influence orders. It would be appropriate to quote using the guideline quantities but useful if you could include information on the factors that influence the pricing.

*Sub-contracting*

- Whilst it is our preference to have one contract, we may consider subcontracting. We would want to have details of potential third-party subcontractors. Depending on the nature of the service they are providing we may want to do some due diligence with any additional contractors.

*Mandatory criteria*

- In the instance of the tender document, EDI stands for Equity, Diversity & Inclusion.
- The submission of policies to fulfil the mandatory criteria listed in the tender document is welcomed. However, there may be other ways for these criteria to be met (e.g. written statements within the submission documents).
- We would be interested in information on your ethical sourcing standards. We do not, however, have specific expected standards.

## Responses relating to Printed Resources
*Please note that we received some early clarification requests relating to the specifications of the printed products. As a result, we published a product specification document that is available on the tender webpage.*

- We currently have 22 guides/ reports for which we produce printed copies. These guides vary from 10-50 pages long and are all fully colour. The majority of the guides are A4 in size (there are some A5 guides too)
- we require a range of paginations as the printed guides all vary in length. 10-50 was used as a guide but, yes, where the publications are not divisible by 4, we have used note pages to make this up.
- Our proofing process involves the provision of digital PDF proofs. We may request hard copy proofs for the first print runs.
- In the majority of cases we are re-printing resources that have been printed before. As a result, we will check PDF proofs as a control measure but there is not often need for amends. For new resources, content checking will have taken place between ourselves and the designer. We would therefore expect rounds of amends to be relatively few.
- We expect the colours within the final print output to closely match the colours, layout, and overall appearance of the supplied artwork file. The artwork will be prepared using CMYK colour values to ensure print accuracy.
- A full list of printed resources is shown below:
    - A School's Guide to Implementation
    - A3 Toolkit Poster
    - Digital Technology
    - Effective Professional Development
    - Guide to Effective Professional Development in the Early Years
    - Improving Behaviour in Schools
    - Improving Literacy in Key Stage One
    - Improving Literacy in Key Stage Two
    - Improving Literacy in Secondary Schools
    - Improving Mathematics in Key Stages 2 and 3
    - Improving Mathematics in Early Years and Key Stage 1
    - Improving Primary Science
    - Improving Secondary Science
    - Improving Social and Emotional Learning in Primary Schools
    - Making Best Use of Teaching Assistants
    - Meta-cognition and Self-regulated Learning
    - Preparing for Literacy
    - Pupil Premium Guide
    - Special Educational Needs in Mainstream Schools
    - Teacher Feedback to Improve Pupil Learning
    - Using Research Evidence A Concise Guide
    - Working with Parents to Support Children's Learning

## Responses relating to merchandise

*Please note that we received some early clarification requests relating to the specifications of the printed products. As a result, we published a product specification document that is available on the tender webpage.*

- We procure a limited range of branded merchandise for use in our network. This currently includes lanyards, pens, notepads, sticky notes and tote bags. Finally, we occasionally have more bespoke orders such as branded roller banners. Each merchandise item only has one version.
- On the tender page there is a product specifications document. We are recommending that tender proposals provide costings based on the products listed within the document.
- There was a mistake made in the product specification document. Where it says *50oz bag* it should say *5oz bag.*
- Roller banner orders are an ad hoc and Research Schools only usually order 1 at a time.

## Responses relating to storage

- If required, we are likely to seek to organise a stock transfer from the current supplier. However, we do not have exact details at this stage.
- We try to have enough stock to be able to fulfill predicted orders in the next 6-month period. This currently means that we have ~25,000 individual reports in stock. Merchandise orders are less frequent; we currently have ~300 of each item noted in the paragraph above. We re-stock on a rolling basis.
- Stock levels are currently monitored by the existing supplier. We would be open to proposals that do not include stock monitoring. It is not expected that the supplier will automatically re-stock items.
- Items are held in boxes.
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## Responses relating to orders & deliveries/ distribution

- We currently accept orders (these are sent to the EEF team) from Research Schools every 2 weeks (during term time). This means that distribution takes place at the same interval. The number of deliveries varies considerably depending on the time of the academic year. Since September 2024 there has been an average of 17 deliveries per month with the vast majority of deliveries being 5 boxes or less. These figures to vary depending on the time of the academic year.
- The majority of our Guidance Reports come with a poster. These posters require inserting into the Guidance Reports.
- We normally see more orders at the start of the school year (September/ October). However, this increase is normally manageable within the normal stock levels.
- The majority of orders are sent to our 33 Research Schools. We do not anticipate a requirement for the inclusion of letters or flyers with regular orders.
- Our existing delivery arrangements is to use tracked delivery via a private delivery company (not Royal Mail). We would be open to proposals using other delivery methods. All deliveries are UK based.
- We do not have a same-day dispatch SLA in place. Our current arrangement is to provide order information at the end of 1 week and for the order to be fulfilled/ dispatched by mid the next week.