

## **Invitation to Tender for the Provision of Print Services**

### **Document 3 – Scope of Services**

#### Contents

1. Introduction
2. Print Requirements
3. Expected Level of Service and Turnaround Times
4. Administrative and Purchase Order Procedures
5. Terms of appointment and General Requirements
6. Date of Commencement
7. Contract Review
8. Performance Measurement

#### **1. Introduction**

Once awarded, the contract will be intended to provide print items to The ACC Liverpool Group (herein referred to as The Company), primarily focused on repeat print items.

The Supplier's remit will include, but not be limited, to the following:

- provision of event related flyers, posters and leaflets
- provision of corporate print items (such as company letterheads)
- provision of printed envelopes and ticket wallets

#### **2. Print Requirements**

The following table details the print items which would be regularly purchased through the Contract along with an estimate of the annual quantity and an estimate of the frequency of ordering per annum:-

<b>Item</b>	<b>Approx. order frequency</b>	<b>Approx. quantity per annum</b>
6 sided DL leaflets (M&S Bank Arena What's On Guide) - 120gsm uncoated paper	6 weekly	360,000
60x40 Poster - Blue Back paper stock	6 weekly	160
A0 Poster - Blue Back paper stock	6 weekly	160
A1 Poster - Blue Back paper stock	6 weekly	120
A2 Poster - Blue Back paper stock	6 weekly	60
M&S Bank Arena ticket wallets (120gsm uncoated paper, 6 sided DL size, single slit)	2 monthly	90,000
8 sided DL leaflets (TicketQuarter What's On Guide) - 120gsm uncoated paper	6 weekly	150,000
TicketQuarter ticket wallets (120gsm silk paper - single slit, DL size)	6 monthly	150,000

Letterheads - (115gsm inuit tactile brilliant white) – 5 colour print	Yearly	10,000
Compliment slips - (115gsm inuit tactile brilliant white) - 5 colour print	Yearly	10,000
1st Class Envelopes (franked)	4 months	30,000
2nd Class Envelopes (franked)	4 months	120,000

Please note, The Company may request a variety of quantities per frequency. Tenderers are expected to make The Company aware of any minimum order quantities or any minimum delivery quantities.

### **3. Expected Level of Service and Turnaround Times**

3.1 The Company requirements are driven by our events and their event requirements. The Supplier shall provide professionally managed, high quality print that meets the needs of The Company and should be capable of covering all print and, where appropriate, graphic production requirements.

3.2 The Supplier must be a true partner and work closely with The Company to promote continuous improvement and help The Company promote and enhance their brand and service quality through the provision of high quality, pro-active and innovative print services.

3.3 The provision of first class customer service is key to the vision and values of The Company. All of the Supplier's staff will be required to be pro-active in providing a first class, customer focused service to all clients demonstrating commitment to high standards and regard for health and safety.

3.4 The successful bidder may have the opportunity to market their services to The Company's clients and add value to The Company's service offer, however their clients will not be obliged to use the appointed Supplier.

3.5 Due to the nature of the industry, a swift and very responsive service will be required from the Supplier. The Company will try to give appropriate notice of their print requirements and clear direction as to what those requirements are. However there will be instances, on a more than infrequent basis, where the Supplier will have very short notice and a less than definitive brief of The Company's print requirements. On these occasions The Company will expect the print Supplier to show initiative in developing proposals from the basic briefing information and produce print in a very short timeframe.

Below is a table of what turnaround times we would generally expect from the awarded Supplier. We understand that sometimes these turnaround times won't be possible (or required) but this table is an effort to communicate our general expectations to tenderers.

<b>Item</b>	<b>Expected turnaround time</b>
6 sided DL leaflets (M&S Bank Arena What's On Guide) - 120gsm uncoated paper	We would expect a 4-day turnaround from issuing of PO to delivery
1st Class Envelopes (franked)	We would expect a 7-day turnaround from issuing of PO to delivery
A2 Poster - Blue Back paper stock	We would expect a 3-day turnaround from issuing of PO to delivery
M&S Bank Arena ticket wallets (120gsm uncoated paper, 6 sided DL size, single slit)	We would expect a 5-day turnaround from issuing of PO to delivery
60 X 40 Posters	We would expect a 24hour turnaround
A5 leaflets – Double sided (130gms uncoated paper)	We would expect a 24hour turnaround

#### **4. Administrative and Purchase Order Procedures**

##### **4.1 Regular print requirements – Supplier's acknowledgement of requests**

An acknowledgement from the Supplier will be provided by email as soon as possible after receipt of a request from The Company (whether the request has come via email or phone call).

If time allows, the acknowledgement will include pricing (as specified in The Company's pricing schedule) and the anticipated delivery date. If not, a follow up email will be sent with these details.

If a proof is required on a regular print job, this should be made clear at the time of the print request. It will then be forwarded for sign off before the job goes to print.

##### **4.2 Bespoke print requirements – Supplier's acknowledgement of requests**

An acknowledgement from the Supplier will be provided by email as soon as possible after receipt of a request from The Company (whether the request has come via email or phone call).

The nature of a bespoke requirement may require more time to provide a quotation, anticipated delivery date, proof, etc, and possibly involve further discussion with the contact at The Company. On this basis, a follow up email should be sent as soon as it is possible to provide the quotation or next steps required.

#### **4.3 PO Procedure**

The Company will administer the supply of the products and services by means of Purchase Orders.

The Purchase Order Procedure will be as follows:

- The Company may request a quotation for print services from the Supplier. The basis of remuneration for the provision of print services through the contract shall be as per the scheduled of rates provided via this tender.
- Subject to acceptance of the quotation, The Company's Procurement Department will issue a Purchase Order by email to the Supplier.
- Following delivery of the service requirement detailed in the Purchase Order, the Supplier will subsequently issue an invoice quoting the Purchase Order Number.
- ACC Liverpool's Finance Department will pay the invoice within 30 days of the invoice date.

#### **5. Terms of appointment and General Requirements**

5.1 The Company can give no guarantee as to the volume and split of print as this will vary depending on event and business requirements. The Company can confirm that they only intend to appoint one Supplier. However, this appointment will be on a non-exclusive basis. The Company may use others to provide the same print requirements as available from the appointed Supplier if the solution provided on each occasion is not acceptable to The Company.

5.2 The duration of the contract is three years with an option to extend, at the sole discretion of The Company, for a further twelve month period. The contract start date is anticipated to be on 1 September 2019. The contract can be terminated by either party giving the other three months notice.

5.3 The basis for remuneration for provision of print services through the contract shall be the schedule of rates provided as part of this tender.

5.4 The Supplier must agree any changes, omissions or additions to the scope of works once a Purchase Order has been finalised with The Company in advance of making such change, omission or addition

5.5 The Supplier's performance will be measured on the basis of timely and accurate delivery of services, added value and team working ability.

5.6 The Supplier shall nominate an Account Manager who shall be the primary point of contact for The Company. The Account Manager shall have sufficient seniority to make immediate decisions and have control of the Supplier's resources. The Supplier should ensure alternate provision for cover is available, e.g. during annual leave, sickness, etc.

#### 5.8 Out of hours contact

The Supplier should provide a contact telephone number for out of hours or emergency support.

#### 5.9 Health and Safety

The Supplier should, when requested, provide a copy of all their safe working method statements and risk assessments.

5.10 In conjunction with The Company, the Supplier will abide by The Company's site rules.

5.11 The Supplier will observe the confidentiality of any commercially sensitive information relating to The Company and their clients.

### **6. Date of Commencement**

6.1 The Company expects to select the successful bidder by August 2019 with the contract between The Company and the Supplier being executed by the beginning of September 2019 and commencing from this date.

### **7. Contract Review**

#### 7.1 Meetings and reports

The Supplier's Account Manager may attend meetings with The Company to report on and discuss performance, plan upcoming workload and discuss options for improving service provision.

7.2 The Supplier may be required to provide management reports detailing incidents and any other issues to be brought to The Company's attention. These reports, in a format and frequency to be agreed with The Company, shall be issued to the nominated Company staff member(s).

7.3 From time to time, the Supplier shall review with The Company the format and agenda of reports to ensure that they remain relevant to the developing needs and objectives of The Company.

### **8. Performance Measurement**

The Supplier's performance will be measured on the basis of timely and accurate delivery of services, added value and team working ability. If performance falls below the minimum quality threshold expected then the Supplier should be aware that this may lead to The Company reviewing whether the contract should be terminated.