



## **Part 2 Specification**

# **Lot 1 – Printing Services & Bulk Mail Fulfilment**

**Framework Reference**

**TCUS2419**

**Framework Title**

**External Printing Services**

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# 1. Overall Scope and Nature of the Requirement

- 1.1 Torbay Council are exploring the option of establishing a Framework of experienced Service Providers for bulk mail fulfilment and the provision of a wide range of mono and colour printed material for the Council.
- 1.2 Details of the current printing service can be found in Appendix E – Current Functionality. Suppliers' systems must be compatible with the Council's existing technical infrastructure.
- 1.3 Providers will not include the provision of a design capability as the Council will retain its in-house design facility.
- 1.4 All printing instructions will need to be undertaken by the Suppliers themselves using their own print machinery (excluding jobs where the Council provides written consent for sub-contracting).
- 1.5 The anticipated Framework agreement will be split into seven Lots as follows:
  - 1.5.1 **Sub-Lot 1A – Bulk Mail Fulfilment Services**

Formatted data is sent to a Supplier who will print, enclose and send the document(s) to the intended recipient.

For example: Council tax bills, benefit notifications, BACS remittances, invoices, purchase orders, summonses, NNDR bills, BID (Business Improvement District) invoices, adult social care billing, housing benefit statements.
  - 1.5.2 **Sub-Lot 1B – Bulk and Jobbing Digital Print**

For example: booklets, brochures, flyers, guides, folders, leaflets, letterheads, magazines, NCR pads, newsletters, postcards, posters, stationery, surveys, wallet folders, wire and comb bound books.

Sizes up to A3.
  - 1.5.3 **Sub-Lot 1C – Display**

For example: A2 / A1 / A0 posters, outdoor PVC banners, pop-up displays, roller banners, vinyl hoarding boards.
  - 1.5.4 **Sub-Lot 1D – Envelopes**

For example: C5, C5+ C5- window and non-window envelopes printed either single sided or double sided.
  - 1.5.5 **Sub-Lot 1E – Electoral Printing**

For example: ballot papers, corresponding number lists, electoral registers, household enquiry forms, invitations to register, personalised postal vote envelopes, poll cards.

1.5.6 **Sub-Lot 1F – Parking Stationery**

For example: PCN rolls, PCN envelopes, paper parking permits, permit holders, scratch-card parking permits, time clocks (examples provided at Appendix Q – Example Parking Stationery).

1.5.7 **Sub-Lot 1G – Pay & Display Parking Tickets**

Dimensions: 101.6mm x 57mm

Non-adhesive.

Perforation 24mm from right-hand edge.

Black text & ticket number on front side, colour advertising printed on reverse side.

Supplied on a 300m thermal roll rolled with front side facing out, reverse side facing in.

## 2. Specific Requirements

### 2.1 Sub-Lot 1A

- 2.1.1 By engaging multiple experienced Service Providers to provide a flexible and responsive Bulk Mail Fulfilment solution, the Council expect to realise the following benefits:
- (a) Improved efficiencies of processes;
  - (b) Reduced costs of printing, including costs of paper and consumables;
  - (c) Reduced costs of outgoing mail;
  - (d) Reduced print turnaround times;
  - (e) Reduced mail turnaround times;
  - (f) Reduced number of personnel involved in mailing activity;
  - (g) Improved security of mailing;
  - (h) Improved compliance with the corporate style guide;
  - (i) A streamlined, User-friendly ordering facility;
  - (j) Reduced wastage;
  - (k) Improved environmental credentials;
  - (l) Complete visibility of all expenditure through access to Management Information (M.I.) reports; and
  - (m) Improve cost controls (including consolidated invoicing and itemised billing supported by a breakdown of all print jobs by Business Unit or User).

Providers must:

- 2.1.2 Provide a wholly secure Bulk Mail Fulfilment solution enabling documents generated across multiple sites to be centralised by routing Data and information to a single point, where documents can then be printed, inserted into envelopes and dispatched for delivery to the addressee via an external postage/courier service for delivery by 1st class, 2nd class or equivalent, Recorded Mail or Special Delivery service as specified.
- 2.1.3 Print, insert into envelopes and dispatch all document files the same day if received before 12:00 noon Monday to Friday, excluding UK Bank Holidays. If received after 12:00 noon, document files must be dispatched the next working day. Any instance of any delays in meeting these timescales must be discussed with the Council immediately.
- 2.1.4 Envelopes used should be generic but must be C5, C5+ or C5- white window wallet printed with the Provider's return address on the flap.
- 2.1.5 Any returned mail must remain unopened and must be sent en-mass to the Council on a weekly basis.

- 2.1.6 Guarantee at all times the integrity of confidential data and the composition of disparate document sets.
- 2.1.7 Take overall responsibility for the electronic transfer, printing, addressing, enveloping and physical delivery of documents.
- 2.1.8 Deliver automation by specialist Hardware and/or Software in the provision of the Bulk Mail Fulfilment solution where possible to create efficiencies and reduce costs.
- 2.1.9 Create and maintain accurate process maps throughout the duration of the Framework, which must include details of all processes undertaken by the Provider to fulfil the delivery of the electronic transfer, printing, addressing, enveloping and physical delivery of documents.
- 2.1.10 Ensure that no minimum order value will be levied against any orders.

Solutions must be able to:

- 2.1.11 Receive mailing documents electronically, ranging from a few hundred mail pieces to thousands of mail pieces, and from simple ad-hoc and regular daily mailings to more complex annual database driven campaigns.
- 2.1.12 Combine documents destined for the same recipient.
- 2.1.13 Process printed documents using mailing barcodes to control the numbers of pages and the subsequent opening and closing of envelopes.
- 2.1.14 Provide hand-workers when required in order to produce mail that is not machinable, or when the volume is too low to justify setting up a machine.
- 2.1.15 Use reconciliation data to check the integrity of all mailings.
- 2.1.16 Insert additional printed matter into mail items of different types and volumes.
- 2.1.17 Prepare outbound mail and log details prior to collection.
- 2.1.18 Maximise UK postage discounts.
- 2.1.19 Retrieve production and completion data for reporting purposes and either sent it back to the Council on a daily basis or store it in a remote database that the Council has full unrestricted access to.

## 2.2 **Sub-Lot 1B-1G**

- 2.2.1 By engaging with multiple experienced Suppliers to provide a flexible and responsive “print on demand” service, the Council expects to realise the following benefits:
  - i) Improved efficiencies of processes;
  - ii) Reduced costs of printing, including costs of paper and consumables;
  - iii) Reduced print turnaround times;
  - iv) Reduced number of personnel involved in printing activity;

- v) A streamlined, User-friendly ordering and proofing facility;
- vi) Reduced wastage;
- vii) Improved stock control;
- viii) Improved environmental credentials;
- ix) Complete visibility of all print expenditure through access to Management Information (M.I.) reports; and
- x) Improve cost controls (including consolidated invoicing and itemised billing supported by a breakdown of all print jobs by Business Unit or User).

### 2.2.2 Artwork Management

- (a) Suppliers' systems must be compatible with the Council's design tools, including Adobe Creative Cloud applications InDesign, Illustrator, Photoshop and AcrobatPro; alongside video software applications After Effects and Premier Pro.
- (b) In addition to file formats generated by the programmes stated in (a), suppliers must be able to use artwork supplied in, but not limited to, the following formats:
  - i) .jpg;
  - ii) .bmp;
  - iii) .cad;
  - iv) .tif;
  - v) .png.
  - vi) .doc;
  - vii) .exl;
  - viii) .pub; and
  - ix) .rpt (Xpress register report format).

Suppliers must:

- (c) Be able to receive artwork files via email (up to 10mb), File Transfer Protocol, FTP (over 10mb) or through an online ordering tool.
- (d) Have the facility to author and manipulate fonts within artwork.
- (e) Have the facility to electronically store artwork.
- (f) Cross-reference electronically stored files to the orders that required the artwork and the User the artwork relates to.

### 2.2.3 Order Processing

- (a) All documentation/correspondence from Suppliers must include the Council's official reference/quotation/purchase order number.
- (b) Suppliers must be able to receive quotation requests/purchase orders either by email to a generic email inbox or via an online ordering tool.
- (c) Suppliers must have the facility for quoting, proofing, producing, dispatching and delivering orders at short notice. This may include same day or next day requirements.
- (d) All paper provided to the Council must be FSC certified and certification should be provided to the Council if requested.

### 2.2.4 Quotations

Suppliers must:

- (a) Quote prices based on delivery to a single point for the Council. On rare occasions delivery may be required to alternative sites or delivery points, which will be stated clearly in the quotation request for the requirement.
- (b) Respond to quotation requests within four hours, between the hours of 9am – 5pm, Monday to Friday, excluding UK public and bank holidays. If a quicker response is required due to an urgent requirement, this will be stated in the quotation request.
- (c) Ensure that they conform to all instructions provided by the Council on the quotation specification. Detailed information provided will include but not be limited to job requirements, distribution requirements and timescales.
- (d) Provide quotations stating the total cost for the goods and/or services including delivery options and any associated costs, the lead time for delivery of their completed order and a detailed specification, highlighting any variations from the Council's original quotation request.
- (e) Quote prices in line with the submitted tender pricing. Suppliers are however, encouraged to offer the Council additional discounts, for example volume price-breaks.
- (f) Ensure that no minimum order value will be levied against any orders.
- (g) Adhere to the quoted prices for a three month period unless otherwise agreed with an authorised officer from the Council. Any price increases within this period, cannot be accepted by the Council.
- (h) Maintain previous prices for repeat orders outside of the three month "price-fix" period, unless changes in the cost of consumables means previously quoted prices are no longer valid. If the price changes, quotes provided to the Council must show the price variations.
- (i) Return quotations to the Council's officer as stated in the quotation request.

### 2.2.5 Orders

- (a) Once a quoted cost and agreed lead time has been accepted by the Council, a purchase order will be raised for the requirement.
- (b) No work should be undertaken by Suppliers without receipt of an official purchase order from the Council.

Suppliers must:

- (c) Confirm receipt of orders within one hour, during the core operational hours between the hours of 09:00 to 17:00 hrs Monday to Friday, excluding UK Bank Holidays. If a quicker response is required due to an urgent requirement, this will have been agreed in the quotation provided by the Supplier.
- (d) Ensure that they conform to the specification, delivery arrangements and costs stated in the purchase order.
- (e) Not exceed the maximum lead time from a purchase order being placed to delivery of seven working days, unless otherwise agreed with the Council at the point of ordering.

### 2.2.6 Proofs

- (a) Where proofs are requested by the Council, Suppliers will provide these to show the finished article in page form.
- (b) Proof submission will require accuracy in showing the detail as it would appear in finished form, highlighting where colours can be affected by the substrate involved and where there are potential differences or difficulties in matching the Council's expectations or matching a given brief or to match a sample provided (even where nominated Pantone colour references have been quoted).
- (c) Suppliers will need to provide proofs within the timescales stated by the Council's requesting officer, following the submission of a purchase order.
- (d) Electronic proofs will generally be accepted unless otherwise stated, when hard copy proofs may be required in certain situations.
- (e) All proofs **MUST** be approved by an authorised officer within the Council, before print production can begin.

### 2.2.7 Order Fulfilment

- (a) Specific delivery dates and times will be agreed at the point of ordering and will form part of the call-off Contract.
- (b) The Council will not accept any additional costs for oversupply. Shortages will not be accepted and this shall be treated as a breach of Contract

Suppliers must:

- (c) Ensure that they have the capacity to fulfil orders to the quoted timescales prior to confirming acceptance of orders.
- (d) Deliver goods as per the quoted timescales specified in the call-off Contract.
- (e) Be able to deliver completed orders to Torquay Town Hall's Goods Inwards or any other location as directed by the Council at the point of ordering.

#### 2.2.8 Packaging

- (a) The Council reserves the right to prescribe how each requirement is packaged.

All deliveries must:

- (b) Be securely packaged in clean, robust materials. This includes but is not limited to pallet size and strength, sufficient capacity boxes, reduced 'free space' within boxes, Kraft wrapping and/or shrink wrapping.
- (c) Use the minimum packaging allowable whilst still adhering to (a) and (b).
- (d) Have individual handling weights clearly stated if packages exceed 5kgs.
- (e) Have any reference to the Supplier, for example name, address and/or any other details, removed.

#### 2.2.9 Delivery Notes

- (a) Delivery notes must be issued with all orders and all deliveries must be signed for at the delivery point.
- (b) Delivery notes must contain details about the order, such as purchase order number, customer reference number and/or quantity contained.
- (c) Delivery notes must not contain any financial information about the order.
- (d) Where final delivery is outside of Torquay Town Hall's Goods Inwards, delivery must be presented with the Council's delivery note, which once signed must be returned to the Council.

#### 2.2.10 Electoral Printing (Sub-Lot 1E only)

- (a) Providers may propose to fully manage the issuing of postal vote packs. This includes:
  - i) Printing the documents that make up the postal vote packs;
  - ii) Collating the documents by matching the corresponding numbers on the postal vote statement, the ballot paper, the ballot paper envelope A and the outgoing postal vote envelope. A generic reply paid postal vote envelope B envelope will also be included in this pack; and
  - iii) Return completed packs to the Council.
- (b) Providers may propose to have Household Enquiry Forms returned to them, where they can be scanned and the data can be sent to the Council for processing.

### 5.1.2 Advertising (Sub-Lot 1G only)

Providers must:

- (b) Supply Pay & Display parking tickets for use within the Council's Pay & Display parking machines at zero cost to the Council.
- (c) Obtain advertising that will be displayed on the reverse of the tickets, which will generate income to:
  - i) offset the costs of supplying the parking tickets; and
  - ii) generate income for the Council through a profit share arrangement.
- (d) Ensure that all advertisements must comply with the ASA code and will not include any material which may bring the Council into disrepute.
- (e) Provide full financial transparency for the purposes of evidencing income generation and calculating income share.
- (f) Maximise the income generating performance of advertising through the management of commercial advertising packages.

## 3. Change Management

### 3.1 Service Implementation

- 3.1.1 Suppliers will be expected to work collaboratively with the Council to ensure they are able to commence delivery of the services in full on the Framework commencement date.
- 3.1.2 Some Suppliers will be expected to work closely with the Council to set up templates in line with legislative requirements, for critical print runs.

### 3.2 Implementation Plan

- 3.2.1 Suppliers must develop an implementation plan which provides absolute clarity and transparency as to how services will be made available in full on the Framework commencement date.
- 3.2.2 As a minimum the implementation plan shall include, but not be limited to, the following:
  - (a) A named Project Manager who will take the lead responsibility in all of the aspects related to the transfer of service unless otherwise specified;
  - (b) An assessment of the sharing and accessing of information and documents to determine which Hardware/Software/system applications will be required for the transferred service;
  - (c) Details of the systematic transfer of service with corresponding timescales involved for the changeover and how these will be adhered to;
  - (d) Thorough testing of new processes prior to Framework commencement date; and
  - (e) Implementation of/compliance with Contract Management requirements.
- 3.2.3 Suppliers must ensure that the Council are fully apprised at all stages of the service implementation.
- 3.2.4 Where changes are sought by the Council, the Provider shall accommodate all of the Council's requirements.
- 3.2.5 The Council will be the final governing body in the resolution of issues.

## 4. Data and Security

### 4.1 **Confidentiality**

- 4.1.1 Some of the work that will be undertaken will be politically sensitive or contain personal data covered by the GDPR 2018.
- 4.1.2 Providers must ensure that they deal with all information sent through this Framework in confidence to safeguard the interests of the Council.
- 4.1.3 It is essential that Providers must ensure:
  - (a) Confidential disposal of any waste material;
  - (b) A high level of physical security of documents;
  - (c) Signed confidentiality undertakings from staff;
  - (d) No unauthorised access; and
  - (e) That the confidential nature of any works is maintained throughout the duration of the Framework.

Providers shall:

- 4.1.4 Ensure that all Data and information collected in the provision of the Service is treated as confidential and is not disclosed or shared with any third parties without receiving prior written permission from the Council.
- 4.1.5 Ensure that all Data collected in the provision of the Service remains the property of the Council.
- 4.1.6 Ensure that only Personnel engaged in the provision of the Service are given access to Data and confidential information obtained from the Council. Providers shall only share Data and confidential information when agreed with the Council and as necessary for the performance of the Services.
- 4.1.7 Ensure all operations and any sub-contractors are based within the UK and that they comply with the requirements of data protection legislation.

### 4.2 **Security**

- 4.2.1 Providers shall maintain and comply with Council security policies, which can be found at Appendix K through to Appendix P. These specifically address the protection of all of the Council's information / Data that is generated and / or managed in the provision of the required Services.
- 4.2.2 The Provider shall maintain and comply with their own security policy, which shall address as a minimum:
  - (a) Security management (risk assessment, response, evaluation, responsibilities and roles);
  - (b) Supplier Personnel integrity (recruitment, training, vetting, and disciplinary procedures); and
  - (c) Management of suspected / actual breaches of security.

- 4.2.3 The security policy shall extend to procedures for protecting and managing the risk associated with Data retention during and/or upon expiry of the Contract term. These procedures shall include, but not be limited to, the following:
- (a) Data encryption;
  - (b) Data overwrite;
  - (c) Re-formatting of memory; and
  - (d) Audit trails for secure Data deletion.

Providers shall:

- 4.2.4 Have the capability, where required, to employ encryption to information / Data which shall be sent across a network or extracted by electronic means.
- 4.2.5 Ensure that any suspected or actual security breaches are reported to the Council's representative immediately and depending on the impact of the breach, shall be included in performance reporting to the Council.
- 4.2.6 Comply with all the relevant legislation and guidelines in relation to Data security.
- 4.2.7 Ensure that their security capabilities meet the Councils specific requirements prior to implementation of the Services.
- 4.2.8 Provide details of their personnel security procedures and on request by the Council, details of all personnel that they intend to use in the delivery of the Goods and Services.

### **4.3 Standards (all Lots / Sub-Lots)**

Providers shall:

- 4.3.1 Ensure that all personal data is kept secure and processed in accordance with the requirements of the General Data Protection Regulation (Regulation (EU) 2016/679) and Data Protection Act 2018.
- 4.3.2 Provide secure solutions that comply with any restrictions or requirements arising out of the Council's security policies. This shall include, but not be limited to:
- (a) BS EN ISO 9001 or agreed equivalent Quality Management accreditation;
  - (b) Public Services Network (PSN) Compliance;
  - (c) Citrix Secure Gateway;
  - (d) Level 2 Information Governance or agreed equivalent;
- 4.3.3 Not charge a premium to the Council for any additional standards and / or security compliance applicable to the Contract, unless otherwise agreed in advance.

#### **4.4 Standards (Sub-Lots 1A, 1B, 1E, Lot 2 and Lot 3)**

In addition to the standards stated in 4.3, Providers shall:

- 4.4.1 Ensure that the Services are developed, maintained and fully compliant with the National Cyber Security Centre (NCSC) and 'HMG' Security standards in addition to those standards identified by the Council at Contract commencement.
- 4.4.2 Ensure that the implementation of security controls and how they shall comply with ISO 27001 Information Security Management (or agreed equivalent) is documented, with associated security policies and standards.
- 4.4.3 Provide secure solutions that comply with any restrictions or requirements arising out of the Council's security policies. This shall include, but not be limited to:
  - (a) BS 7858 Security Screening or agreed equivalent.
- 4.4.4 Ensure that all security criteria required by the Council shall be met, as a minimum. This shall include, but not be limited to ISO 15408 Common Criteria for Information Technology Security Evaluation, or agreed equivalent.

#### **4.5 Data Transfer (Sub-Lot 1A only)**

The Provider shall:

- 4.5.1 Provide a Virtual Private Network (VPN) to facilitate the secure data movement from and back to the Council. Firewalls at each end would be limited by IP white listing and to specific protocols which permit document and file transfer. Users or specific processes sending data must only be able to view and access what they have sent.
- 4.5.2 Support Transport Layer Security Version 1.2 (TLS v1.2) or later for sending and receiving email securely
- 4.5.3 Ensure that the Software utilised in the delivery of the Automated Document Factory, Hybrid Mail & Bulk Mail Fulfilment system meets the Web Content Accessibility Guidelines (WCAG) 2.1, AA standard.

# 5. Contract and Performance Review Requirements

## 5.1 Account Management

All Providers awarded to the Framework must:

- 5.1.1 Provide the Council with a suitably qualified Account Manager who will take overall responsibility for delivering the Services required within this Framework Agreement and facilitating optimum performance.
- 5.1.2 Send to the Council, within five working days of Framework award, the name and contact details (including email address and telephone number) of the nominated Account Manager along with a single-point-of-contact for technical enquires/issues.
- 5.1.3 Communicate any change in account management to the Council, no less than one month in advance of any planned change.

The Account Manager shall:

- 5.1.4 Be familiar with all aspects of the Framework Agreement and be suitably experienced in the role, ensuring that all the requirements of the Agreement are met or exceeded.
- 5.1.5 Create and maintain accurate process maps for the ordering and logistics processes throughout the duration of the Contract, which shall include details of all processes undertaken by the Provider (**Sub-Lot 1A only**).

## 5.2 Review Meetings

- 5.2.1 Review meetings shall take place throughout the Framework period, between Providers and the Council, either via telephone or at the Town Hall in Torquay.
- 5.2.2 Review meetings shall be attended, as a minimum, by a Council representative and the Account Manager representing the Provider.
- 5.2.3 The Council shall agree the level of engagement and frequency with Providers within one month of the Framework award, but as a minimum this shall include:

Frequency	Status	Format	Attendees	Information Required
Quarterly	Operational	To be agreed at Implementation	Council representative & Account Manager (Provider)	Management Information (M.I.) report

### 5.3 **Management Information**

5.3.1 Providers will be required to supply the Council with management information (M.I.) throughout the Framework period, the frequency of which will be agreed between the Council and Providers within one month of the Contract commencement date.

5.3.2 The Council has the right to make changes to the nature and frequency of the Management Information that the Provider is required to supply and shall give the Provider at least one month's written notice of any changes to be implemented.

#### 5.3.3 **Sub-Lot 1A**

Management Information must include as a minimum:

- (a) Number of individual mail items processed;
- (b) Number of documents processed;
- (c) Number of pages processed;
- (d) Cost to produce and dispatch each document, broken down into different areas of spend;
- (e) Posting deadlines met (95%);
- (f) Quality of printed material (100% matching pre-approved proof);
- (g) Quality issues raised (less than 1%),
- (h) Complaint response times (100% acknowledged within two hours, with a resolution time to be agreed between the Supplier and the Council at this point).

#### 5.3.4 **Sub-Lots 1B-1G**

Management Information must include as a minimum:

- (a) Number of quotes requested;
- (b) Quote deadlines met (95%);
- (c) Number of ordered jobs;
- (d) Cost of each job;
- (e) Number of Proofs requested;
- (f) Proof deadlines met (100%);
- (g) Delivery deadlines met (100%);
- (h) Quality of printed material (100% matching proof);
- (i) Number and completion of emergency/urgent requests;
- (j) Quality issues raised (less than 1%),
- (k) Complaint response times (100% acknowledged within two hours, with a resolution time to be agreed between the Supplier and the Council at this point).

#### 5.4 **Incident Reporting**

The Provider shall:

- 5.4.1 Immediately report any incident affecting the delivery of Services to the Council.
- 5.4.2 Provide, within one working day, feedback to the Council including corrective actions required and any trends that may be observed.
- 5.4.3 Provide the following facilities as a minimum, unless otherwise specified by and at no additional cost to the Council:
  - (a) Logging of support requests received; and
  - (b) Progress reports on service calls/problem fixes to the Council.

#### 5.5 **Non-Performance**

- 5.5.1 Non-performance will be measured against the Management Information (M.I.) as stated in 5.3
- 5.5.2 Where Service Levels are not being met, the Account Manager must ensure that appropriate extra resources are committed promptly and action is taken to resolve any issues to the satisfaction of the Council, which may include a Performance Improvement Plan (PIP).
- 5.5.3 Suppliers who fail to deliver orders within the tolerances stated in 5.3 may be subject to immediate Contract reviews.
- 5.5.4 If a Supplier fails to achieve the required standards agreed with the Council, they may be issued with a notice informing them of a performance infringement and notice to improve. This will be at the discretion of the Council.
- 5.5.5 If a Supplier receives three such notices within a rolling twelve month period, they may be excluded from participation in quoting for requirements for the three months following the issue of the notice to improve. This will be at the discretion of the Council.

## 6. Invoicing

### 6.1 **All Lots**

- 6.1.1 Suppliers must always obtain an official purchase order number from the Council, which must be quoted on all correspondence, including invoices.
- 6.1.2 Suppliers must make all invoices payable by Torbay Council and must be marked with Torbay Council's name and address and the Supplier's name and address.
- 6.1.3 Invoices must be sent to the Council's Payments Section via email or post with a copy of the invoice being sent to the Council's Framework Manager.
- 6.1.4 The Provider must provide a consolidated invoicing approach as standard for all recurring work undertaken within a month.
- 6.1.5 All invoices must contain a full breakdown of costs and must match the agreed pricing stated on the final quotation and official purchase order.
- 6.1.6 The Council's settlement terms are 30 days from the date of an undisputed invoice, or receipt of goods or service, whichever is the later.
- 6.1.7 Disputed parts of invoices and invoices not bearing purchase order numbers will not be paid and a corrected invoice will be required.
- 6.1.8 Payment will be by BACS and remittance advices will be transmitted to the Supplier by email or post.
- 6.1.9 Applicants should note that, during the life of the Framework Agreement, the Council may adopt the government framework purchase card as its preferred payment of invoice option is. Should this be the case a purchase card number will be provided for suppliers to take payment from at the appropriate time.

## 7. Added Value

### 7.1 **Further Services Offered**

The Applicant will be expected to suggest as part of its response to the Evaluation Questions any additional products or services that they may be able to offer as part of this Contract or any other added value that their offer might be able to bring to the Council. Applicants are expected to build any such offers into their submissions regardless of whether specific questions are asked along these lines or not.

### 7.2 **Social Value**

7.2.1 The Council is seeking a Provider who will add value to the Contract by providing additional community benefits which support the Council's ambitions for a prosperous and healthy Torbay, as identified in the Corporate Plan 2015-19:

<http://www.torbay.gov.uk/council/policies/corporate/corporate-plan/>

7.2.2 The provider should identify Social Value options which are appropriate to the Council. Any Social Value options selected by the Council at Contract commencement, shall be in accordance with the Government's Social Values which are current at that point in time.

7.2.3 Applicants should take into account the following key areas in formulating their response:

- (a) Jobs: Promote local skills and employment;
- (b) Growth: supporting growth of responsible regional business;
- (c) Social: Healthier, safer and more resilient communities;
- (d) Environment: protecting and improving our environment;
- (e) Innovation: promoting social innovation.

### 7.3 **Sustainability**

The Provider shall:

7.3.1 Ensure that all printing Equipment has the functionality to operate effectively with 100% post-consumer waste recycled paper.

7.3.2 Support the wider agenda of sustainability in terms of the social, economic and environmental impact of Council operations, through the provision of Data.

7.3.3 Complete annual Corporate Social Responsibility (CSR) assessments upon request from the Council.

#### 7.4 **Environmental**

The Provider shall:

- 7.4.1 Comply and operate to the standard ISO 14001; Eco-Management and Audit Scheme (EMAS) or a nationally recognised agreed equivalent accredited standard for the scope of the Services.
- 7.4.2 Effectively manage the Services supplied under this Framework, and where appropriate work proactively with the Council in order to minimise any impact on the environment.
- 7.4.3 Take steps to encourage the reuse of any WEEE generated in the delivery of the Services, as promoted by the WEEE Directive. This shall include, but is not limited to, consideration of the application of PAS 141:2011 Reuse of used and waste electrical and electronic Equipment (UEEE and EEE).

## 8. Scope and Nature of Possible Modifications or Options

- 8.1 The requirements set out within this Specification may be amended at any point during the life of the Framework to take into account, but not be limited to, the following:
- (a) technological advances;
  - (b) strategic change of direction by the Council;
  - (c) potential restructuring within the Council;
  - (d) potential outsourcing and/or reduction of services;
  - (e) potential acquisition and/or increase of services;
  - (f) any other modifications.
- 8.2 Any new or amended legislation and/or security standards must be implemented immediately by the Provider, if applicable.
- 8.3 The Council acknowledges that there is a general trend moving away from physical printing towards digital output. This may result in a greater requirement for processed documents to be output digitally and could subsequently reduce the demand for the printing and mailing of documents.

## 9. Awarding the Contract on Behalf of Other Contracting Authorities

- 9.1 The Council is not purchasing on behalf of other contracting Authorities.
- 9.2 Applicants should be aware that existing and any future Authority subsidiary companies and Authority shared services may access this Framework at any point.
- 9.3 In the event that 9.2 applies the said company or shared service shall be responsible for its own award of Contracts.