



# Part 4 Award Questionnaire

## Lot 3 – Fully Managed Print Service

**Contract Reference**

**TCUS2419**

**Contract Title**

**External Printing Services**

**Maximum Period of Contract**

**151 months**

**Return Date**

**Friday 06 March 2020**

**Return Time**

**12:00 Noon**

**Return To**

**[www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk)**

**Applicant Name**

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# Stage Two – Award

## Section A. Pass / Fail Criteria

The questions within this section shall be assessed on the basis of pass or fail.

Question Number	Questions	Response
1	Please confirm that the organisation is compliant with the General Data Protection Regulation (GDPR).  <b>Minimum Requirement: Yes</b>	<b>Yes / No</b>
<b><u>Data Protection Register Number:</u></b>		
<b><u>Expiry date:</u></b>		

## Section B. Method Statements

Applicants are required to submit Method Statements, which should be drafted in such a manner so as to be able to form part of the Contract. They should be submitted containing sufficient of detail to demonstrate that the stated outcomes will be deliverable, as defined within Part 2 Specification Lot 3.

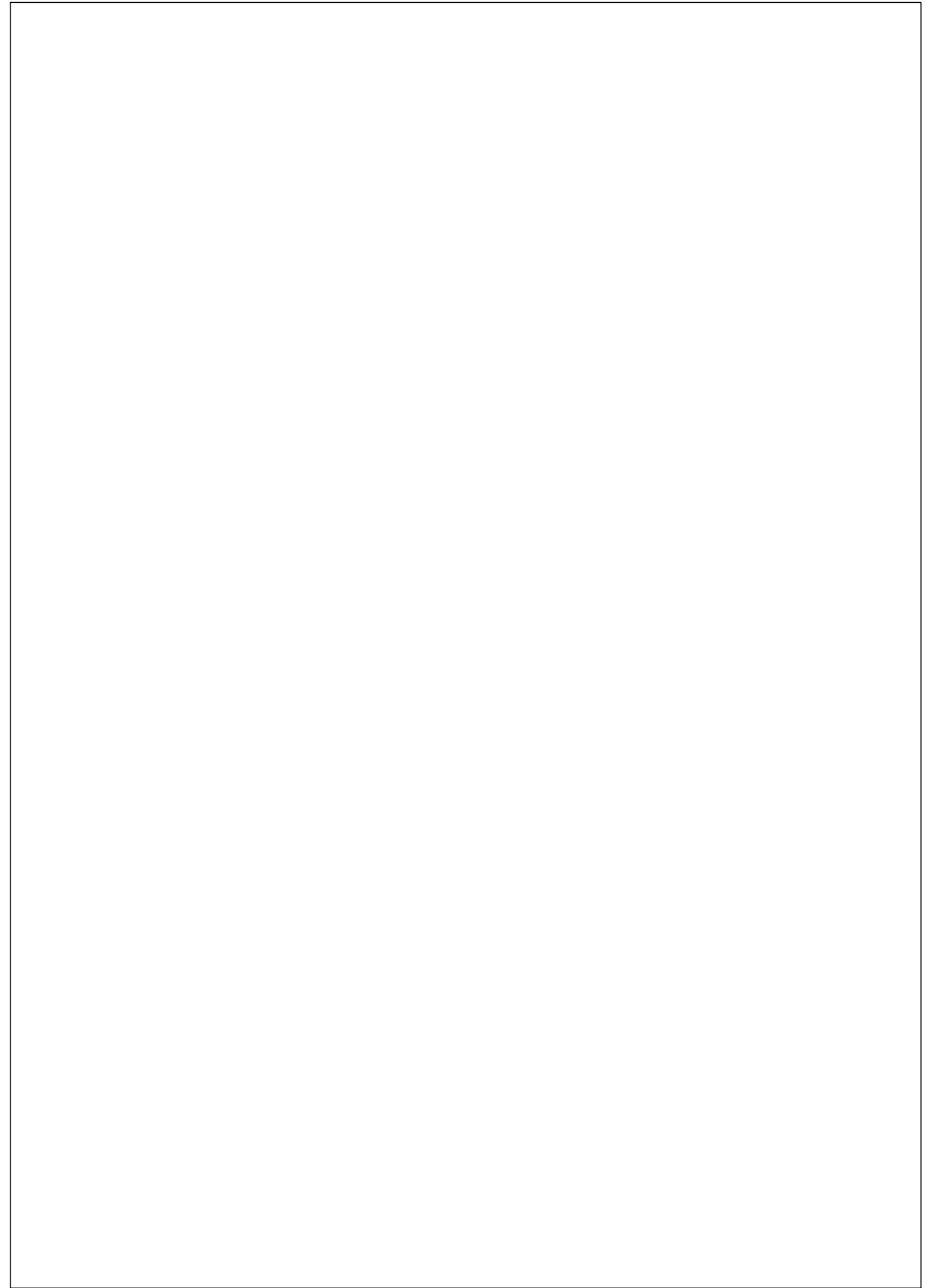
Responses must be relevant to the question and be appropriate in length. The evaluation of the response will not go beyond the page/word limit that has been set, if applicable.

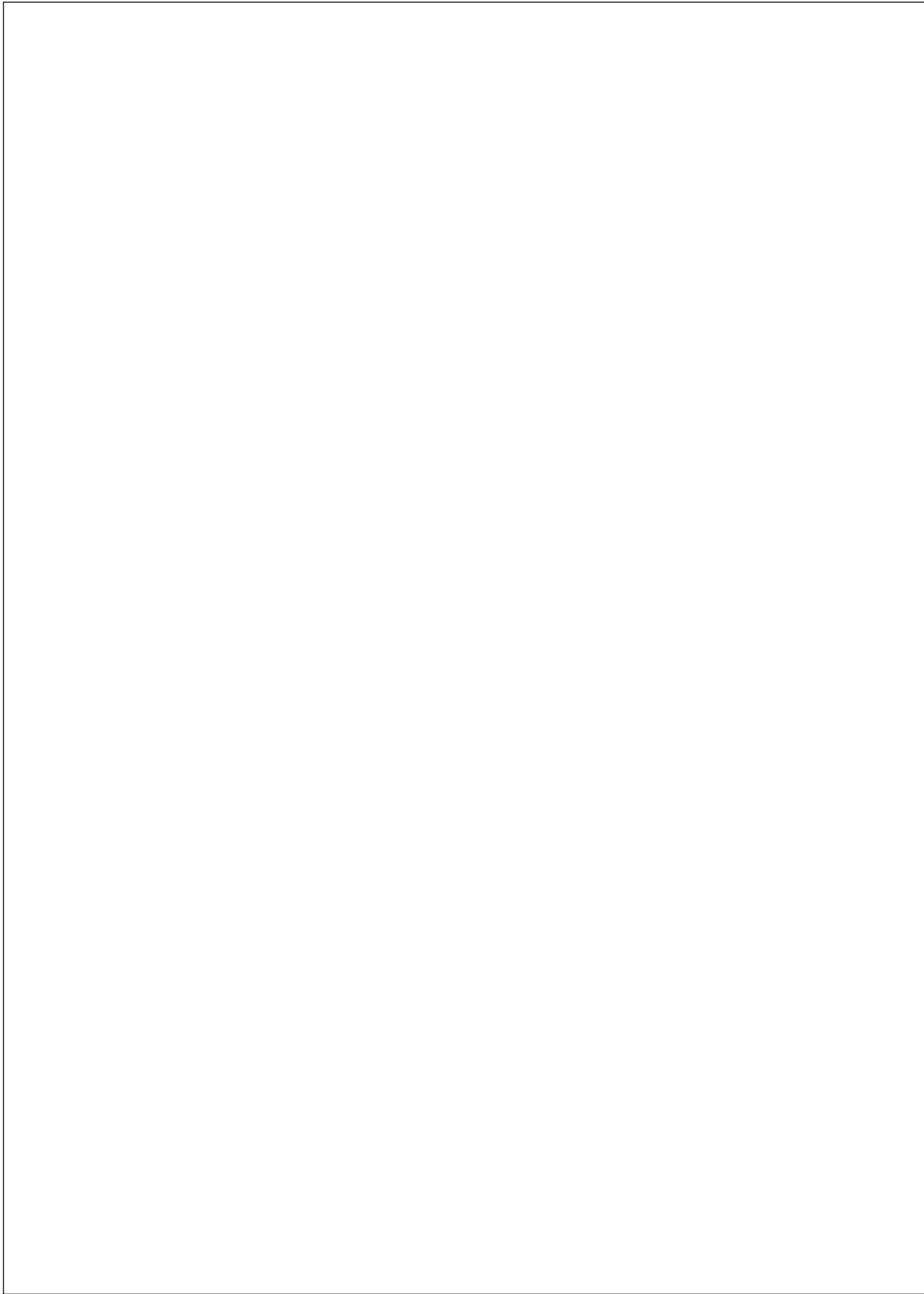
Flowcharts and diagrams should be submitted as Appendices and should not be included within the body of your response. Any supporting information or Appendices submitted, must be clearly referenced in the question to which it relates and must be easily identifiable.

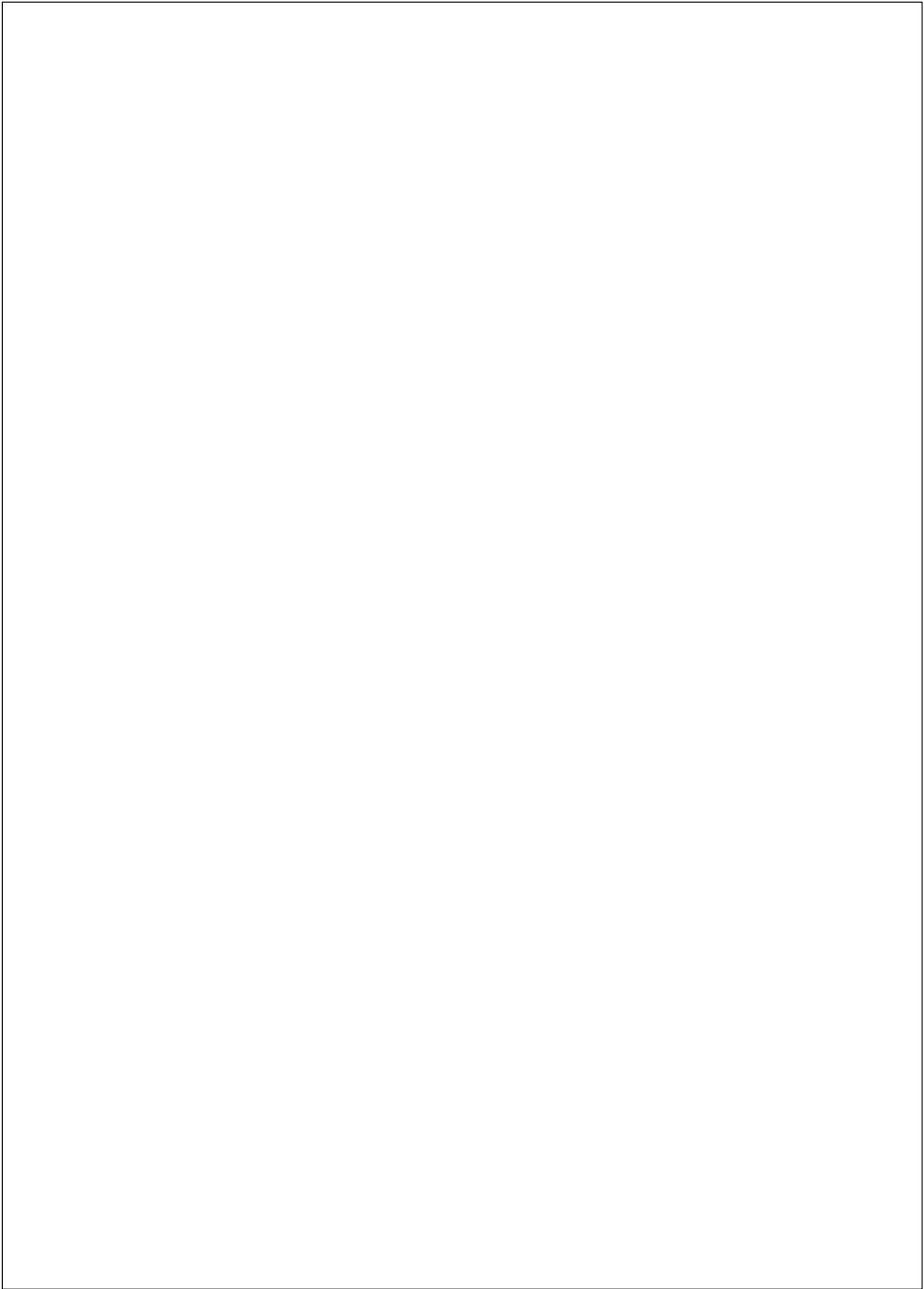
Applicants are required to address social value, sustainability, and environmental considerations along with any further added value within their Method Statement responses.

Method Statement Number	Method Statement	Weighting
1	<p><b><u>Service Overview</u></b></p> <p>Please provide an overview of how you plan to deliver a flexible and responsive Fully Managed Print Service that will realise all of the benefits outlined in Section 2.1 within Part 2 Specification Lot 3.</p> <p>As a minimum your response must address all of the Council's requirements set out in Section 1 (Overall Scope and Nature of the Requirement) and Section 2 (Overall Requirements), making specific reference to where the service will be delivered from and evidencing the effectiveness of your proposal.</p> <p>Your response should include as referenced Appendices:</p> <ul style="list-style-type: none"> <li>• A proposed staffing structure;</li> <li>• An 'end-to-end' process map for each work-stream within your solution (i.e. printing, automated document factory/hybrid mail, bulk mail fulfilment, MFDs); and</li> <li>• Your organisation's business continuity and disaster recovery plans - providing additional commentary evidencing their effectiveness and describing the day-to-day processes in place in reference to staffing, systems and premises continuity.</li> </ul> <p>Please note: you do not need to address implementation within this question as it is covered in Method Statement 5.</p> <p><b>Page Limit: Maximum 4 pages (excluding Appendices) in Arial font size 12</b></p>	1

**Response:**



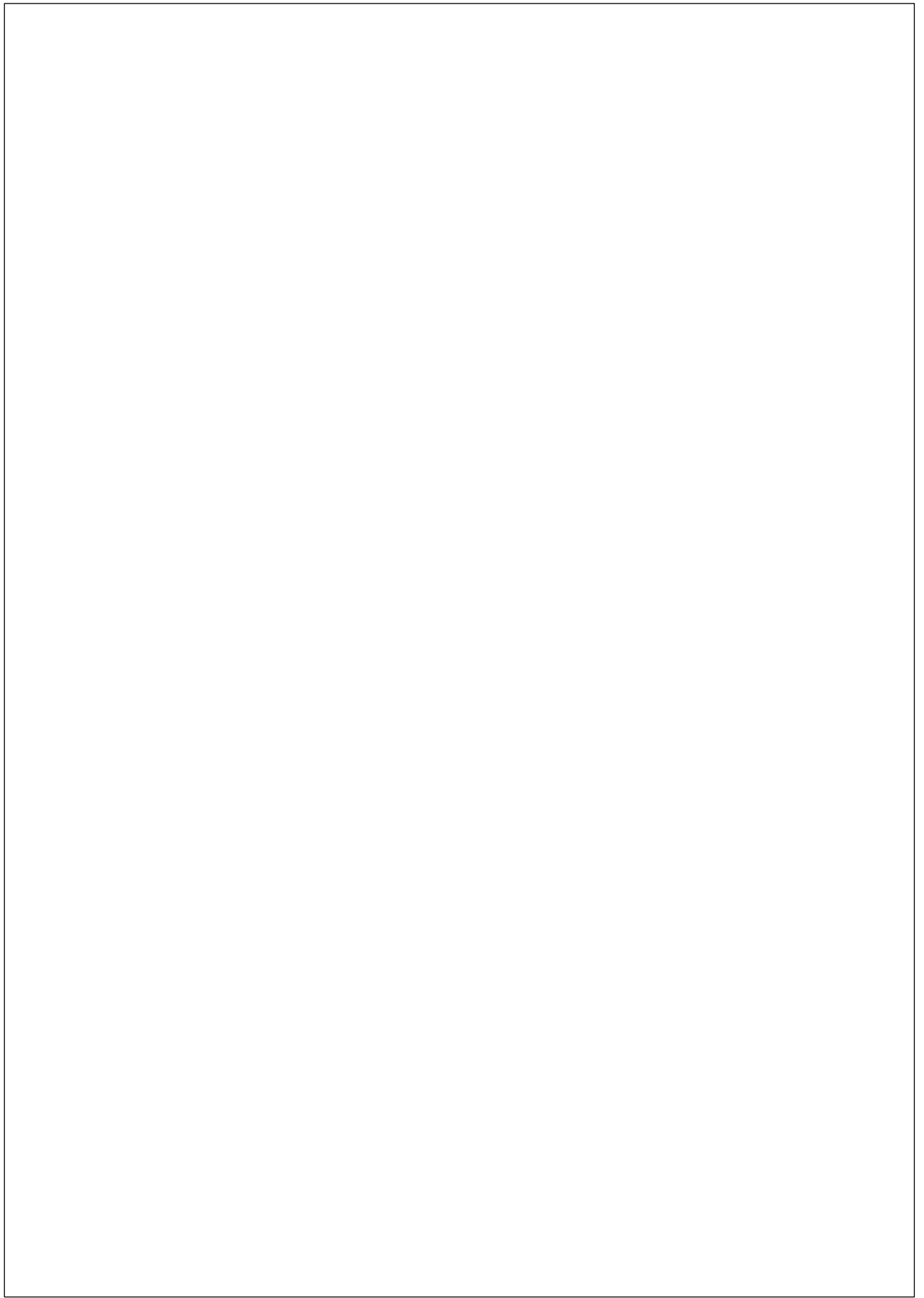


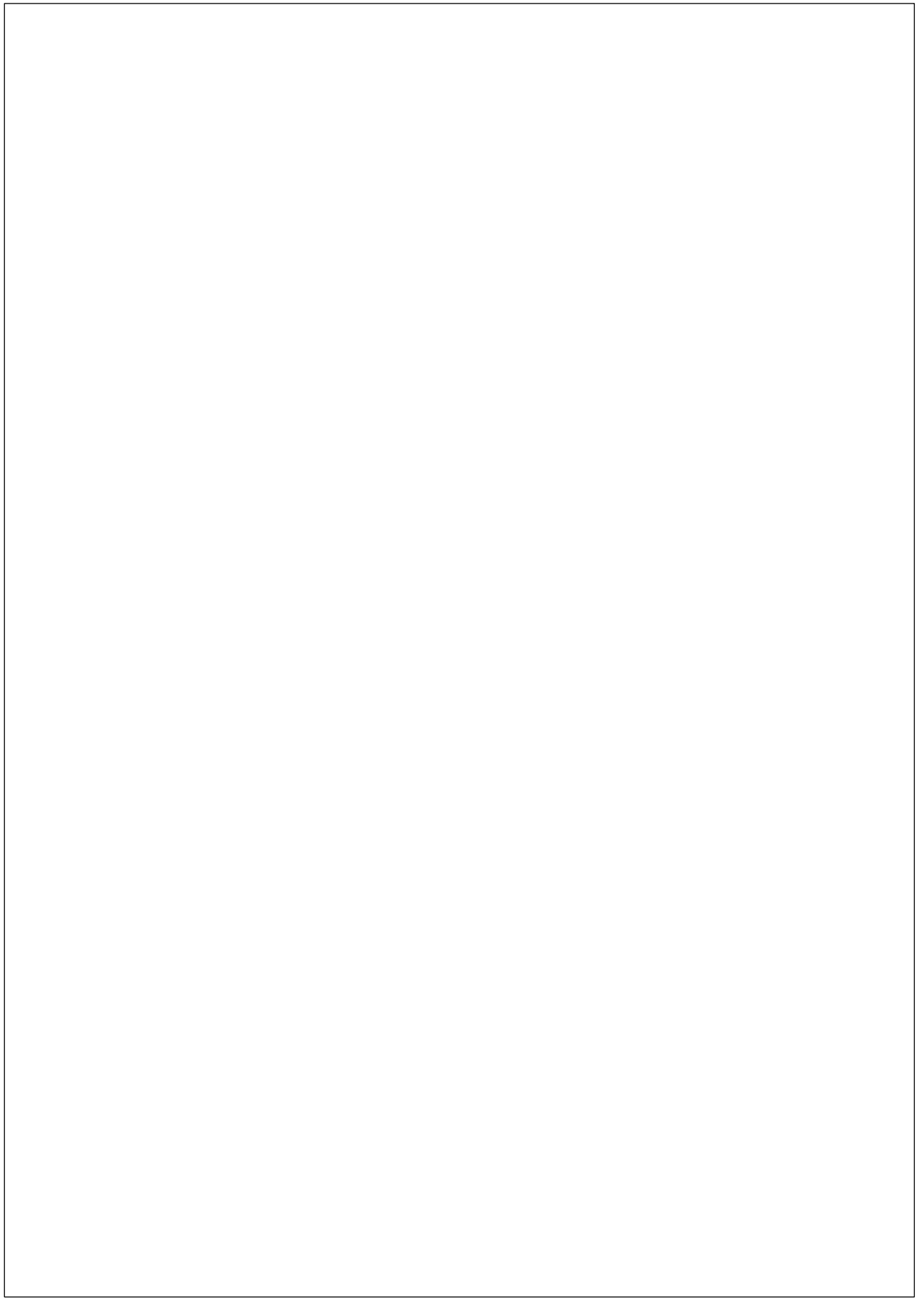


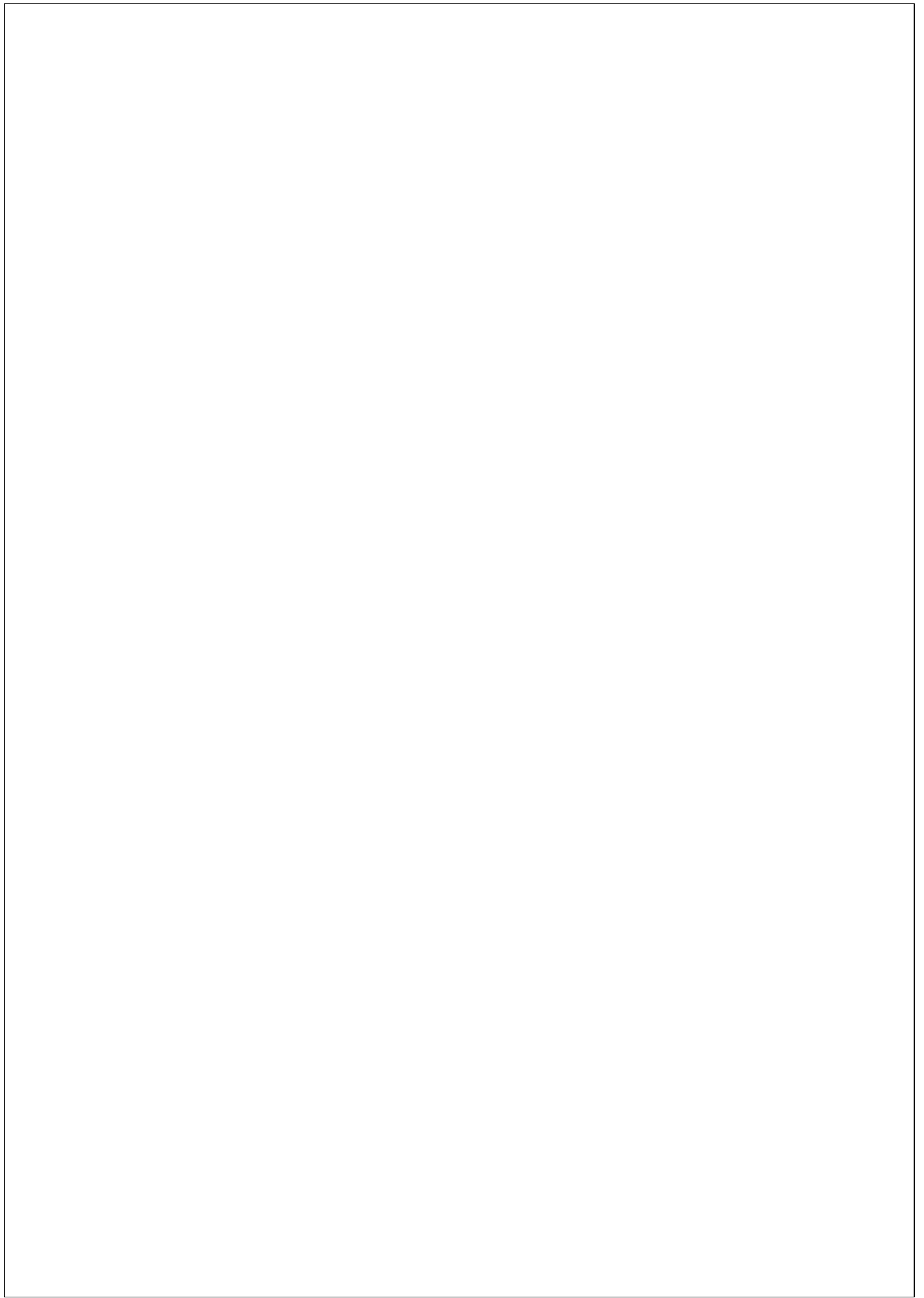


Method Statement Number	Method Statement	Weighting
2	<p><b><u>Printing Services</u></b></p> <p>Please evidence how you plan to deliver the flexible and responsive “print on demand” printing service outlined within Part 2 Specification Lot 3.</p> <p>As a minimum your response must address all of the Council’s requirements set out in Sections 3.1 – 3.10.</p> <p>Please note: you do not need to address implementation within this question as it is covered in Method Statement 5.</p> <p><b>Page Limit: Maximum 4 pages in Arial font size 12</b></p>	1

**Response:**

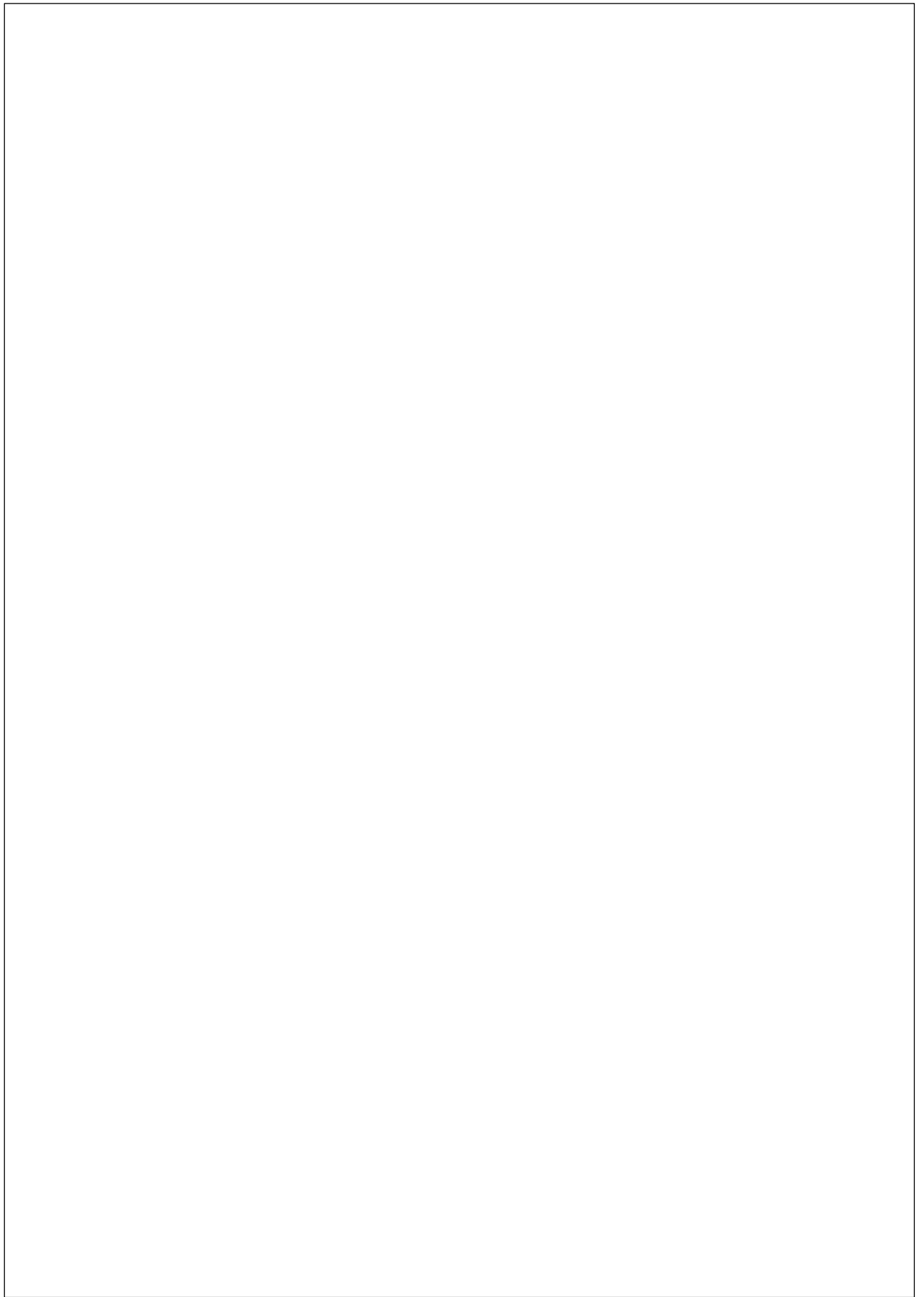




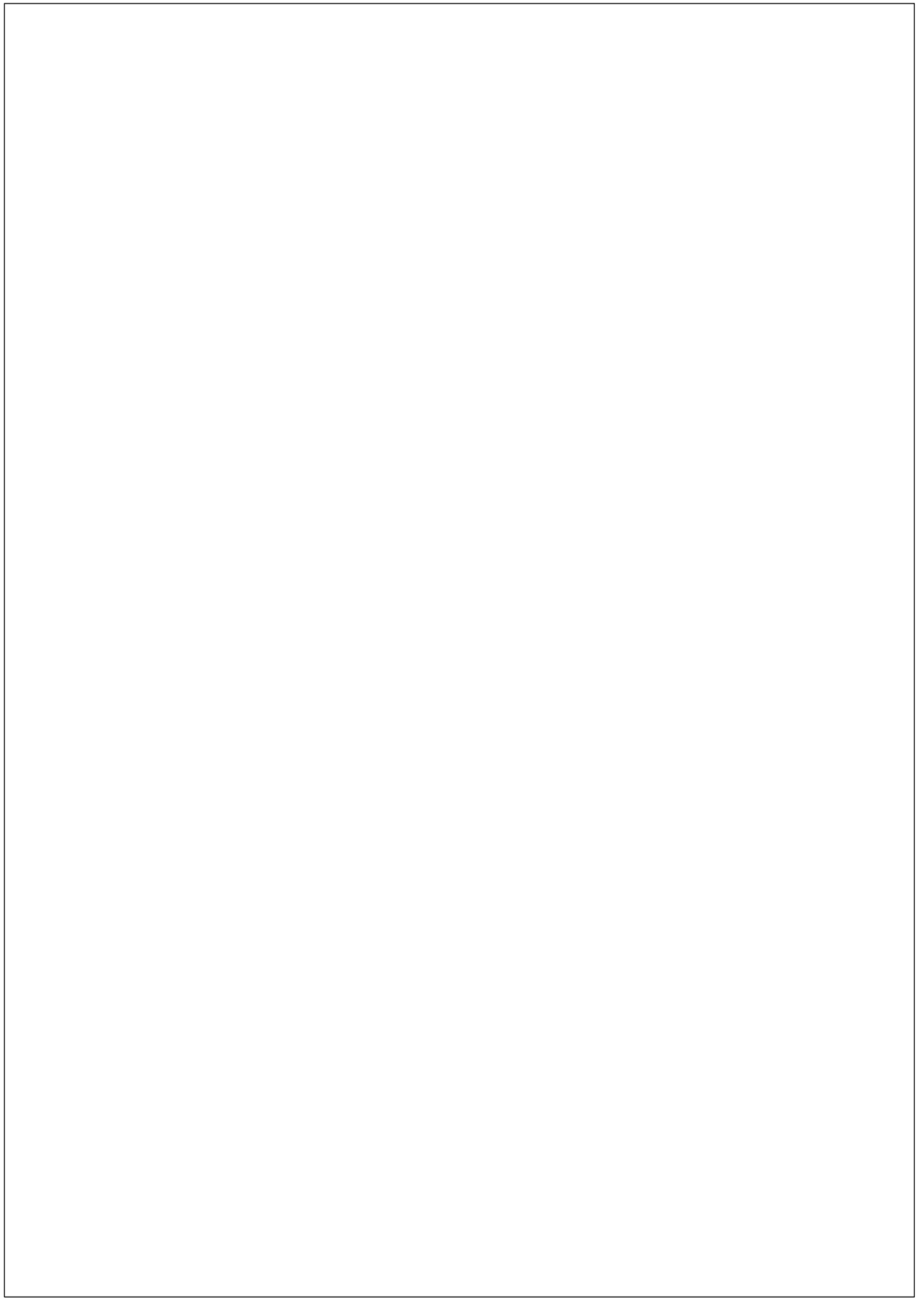


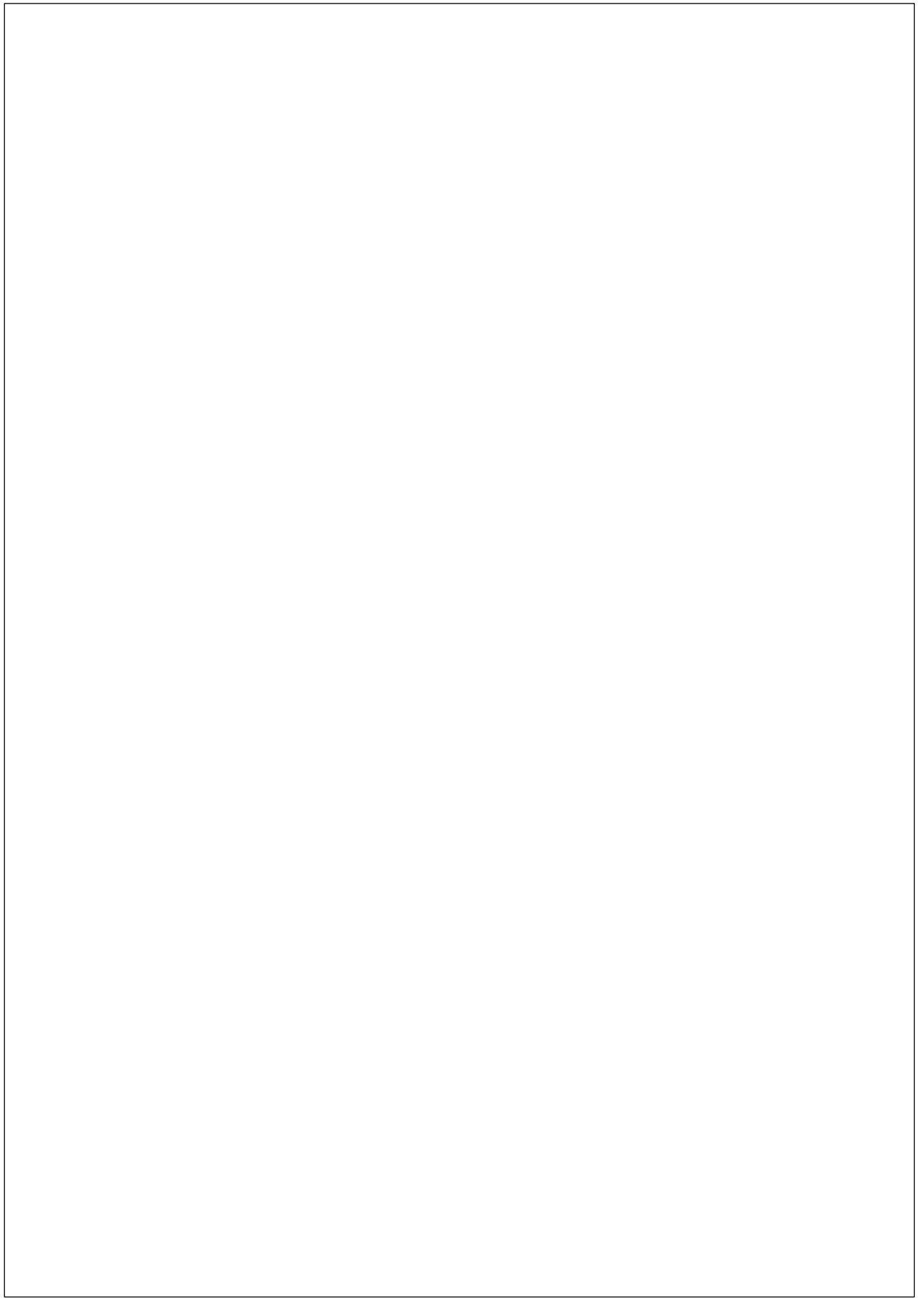
Method Statement Number	Method Statement	Weighting
3	<p><b><u>Automated Document Factory, Hybrid Mail &amp; Bulk Mail Fulfilment</u></b></p> <p>Please evidence how you plan to deliver the flexible and responsive Automated Document Factory, Hybrid Mail &amp; Bulk Mail Fulfilment solution outlined within Part 2 Specification Lot 3.</p> <p>As a minimum your response must address all of the Council's requirements set out in Sections 4.2 – 4.6.</p> <p>Please note: you do not need to address implementation within this question as it is covered in Method Statement 5.</p> <p><b>Page Limit: Maximum 4 pages in Arial font size 12</b></p>	1

**Response:**



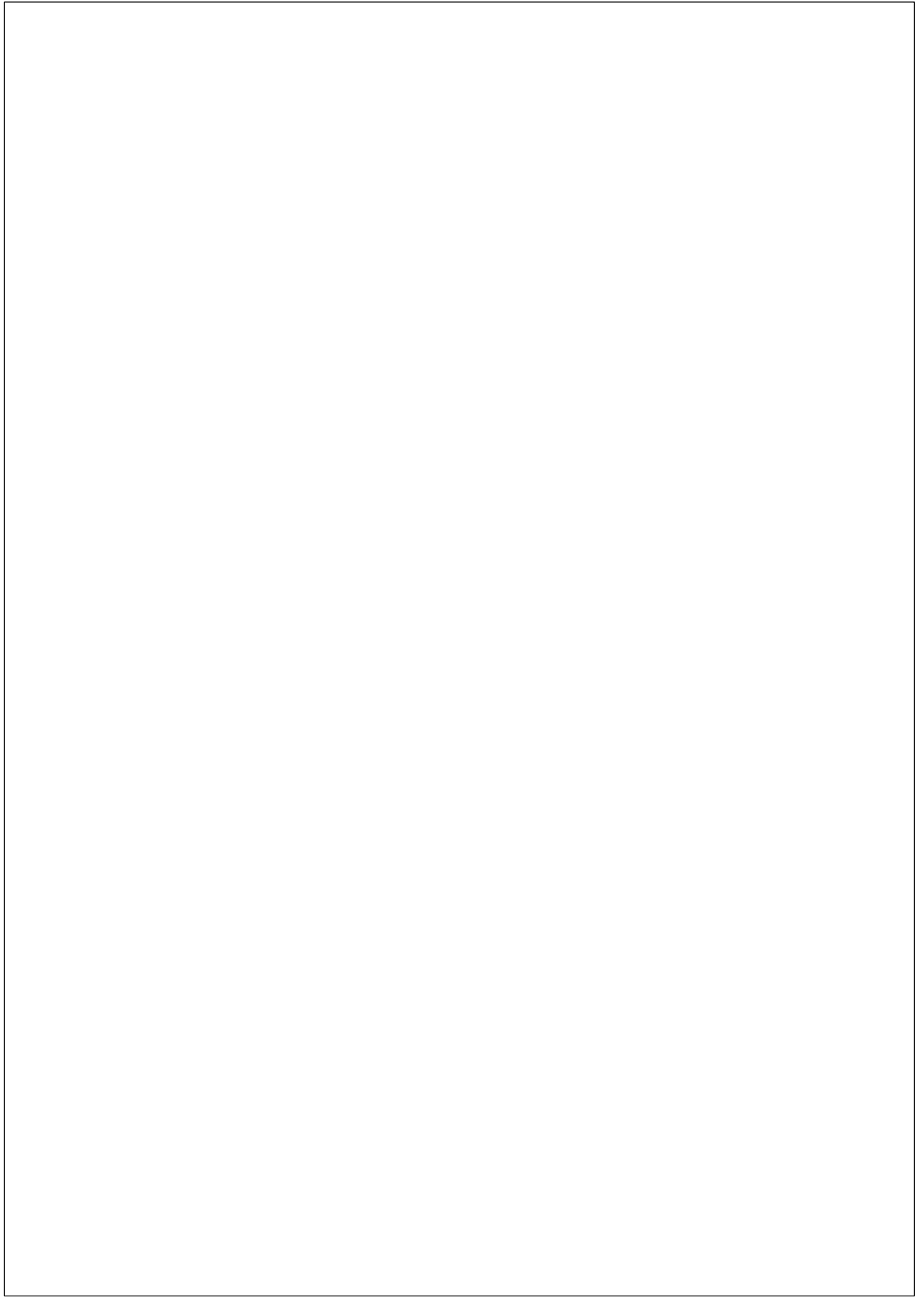


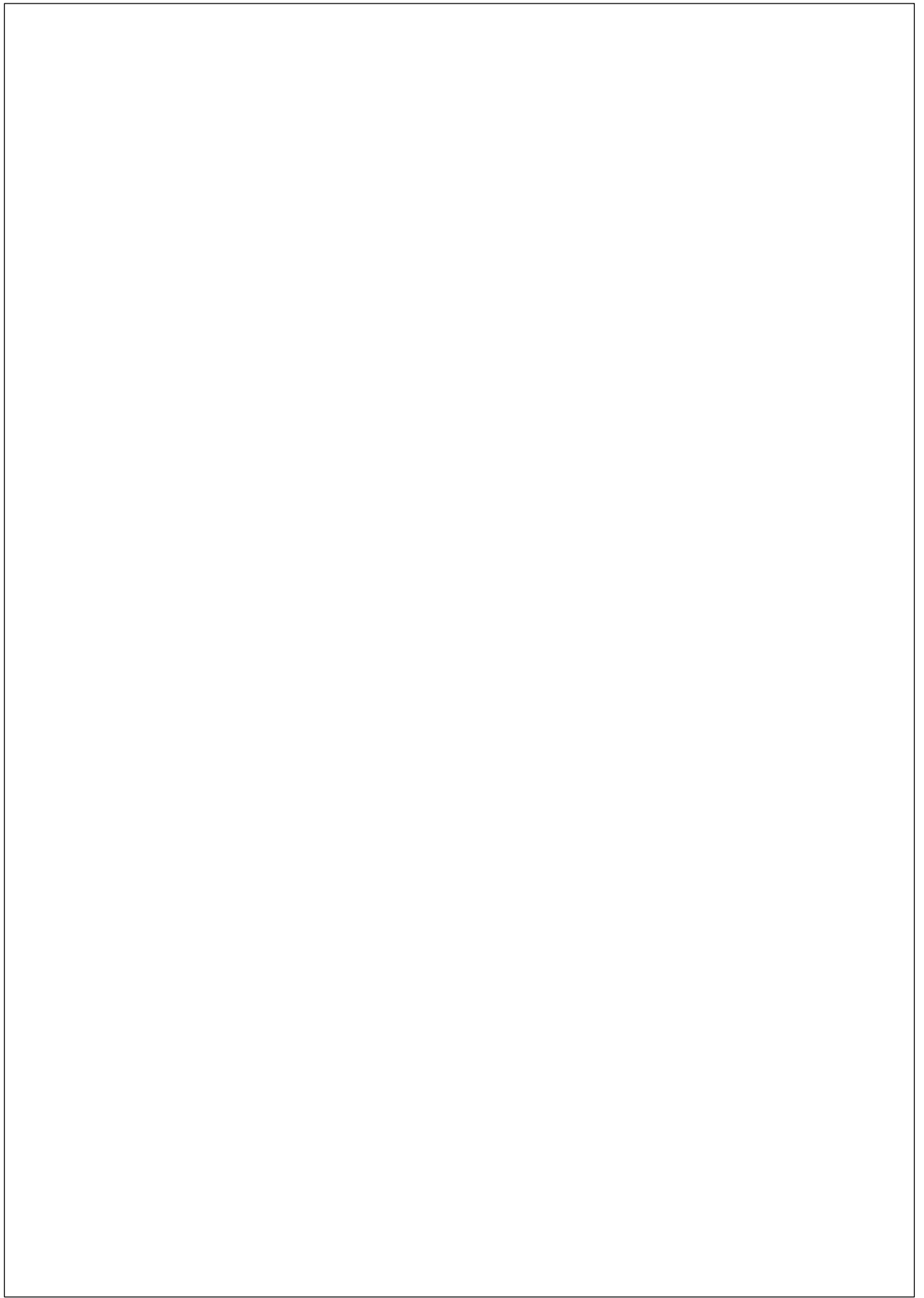


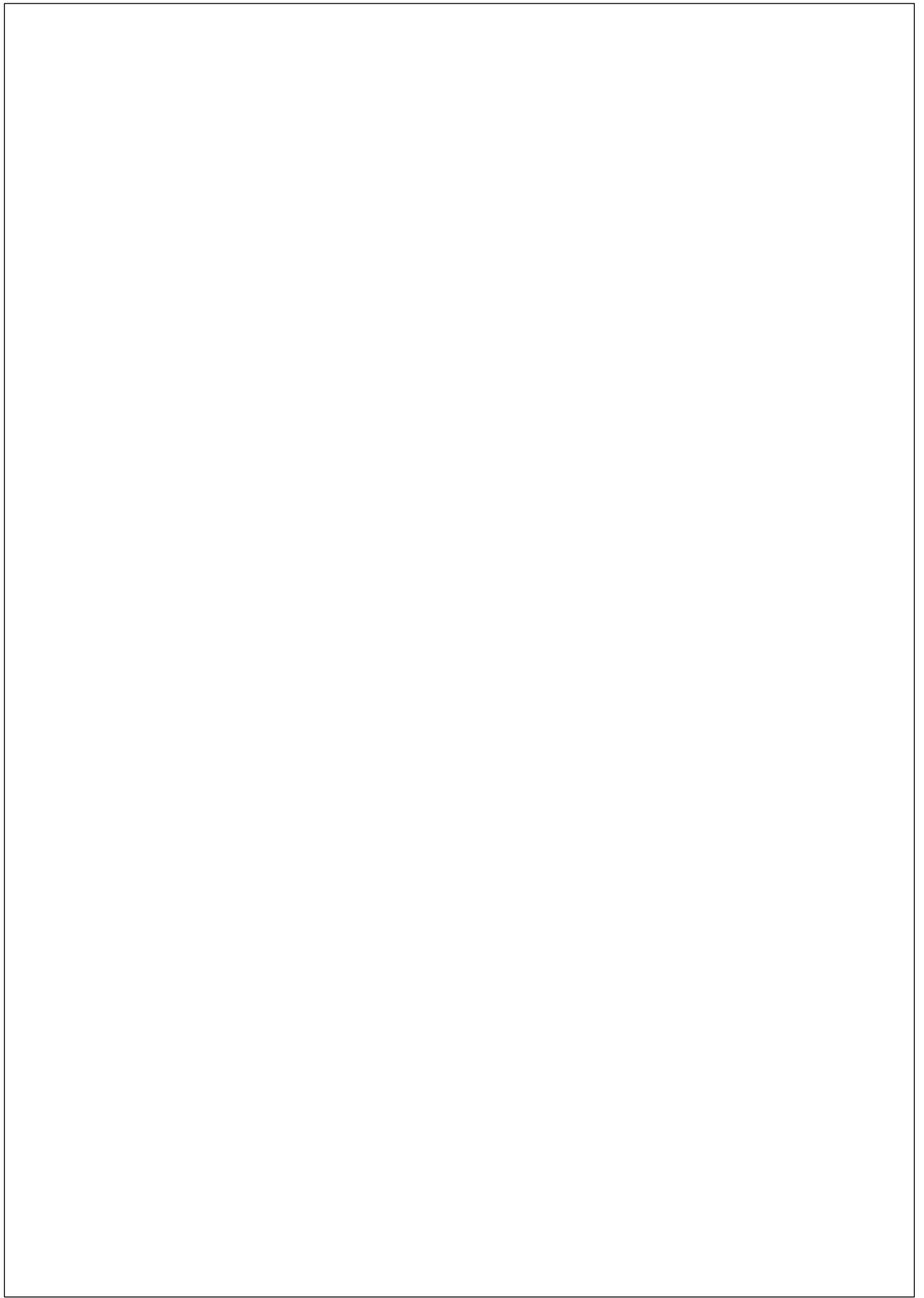


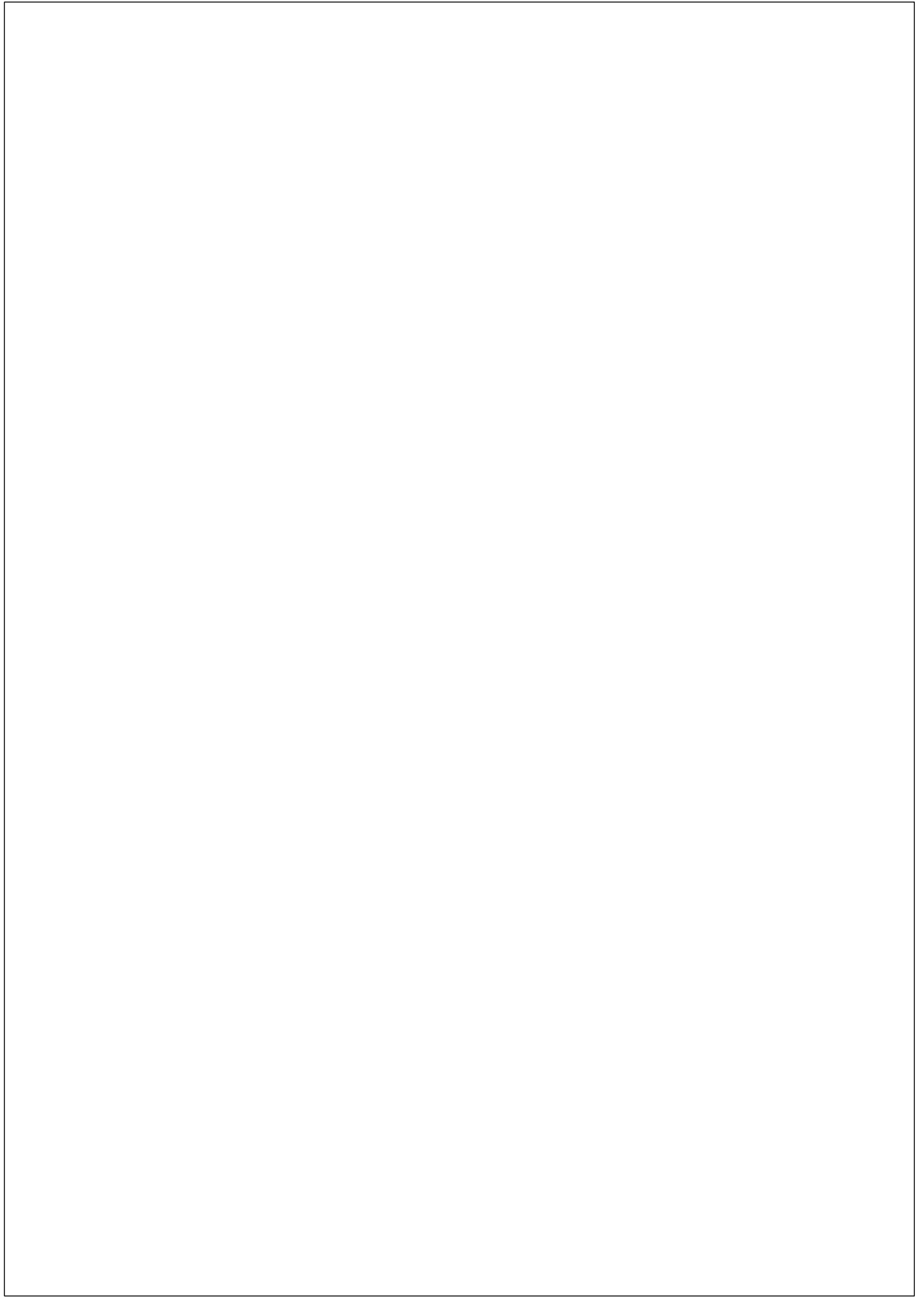
Method Statement Number	Method Statement	Weighting
4	<p><b><u>Multi-Functional Devices (MFDs)</u></b></p> <p>Please evidence how you plan to manage the Council’s MFD print service as outlined within Part 2 Specification Lot 3.</p> <p>As a minimum your response must address all of the Council’s requirements set out in Sections 5.2 – 5.13.</p> <p>Please note: you do not need to address implementation within this question as it is covered in Method Statement 5.</p> <p><b>Page Limit: Maximum 6 pages in Arial font size 12</b></p>	1

**Response**

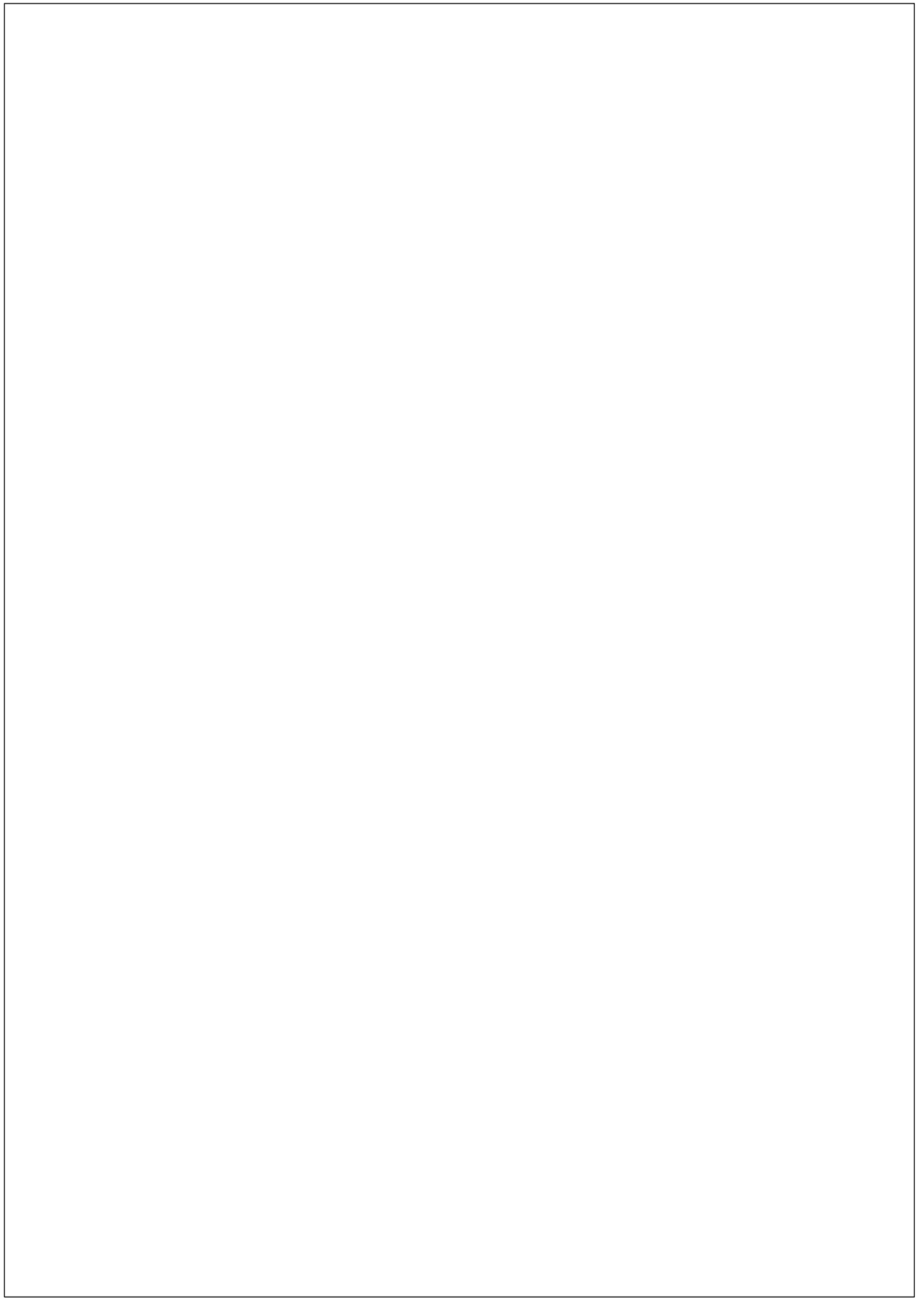






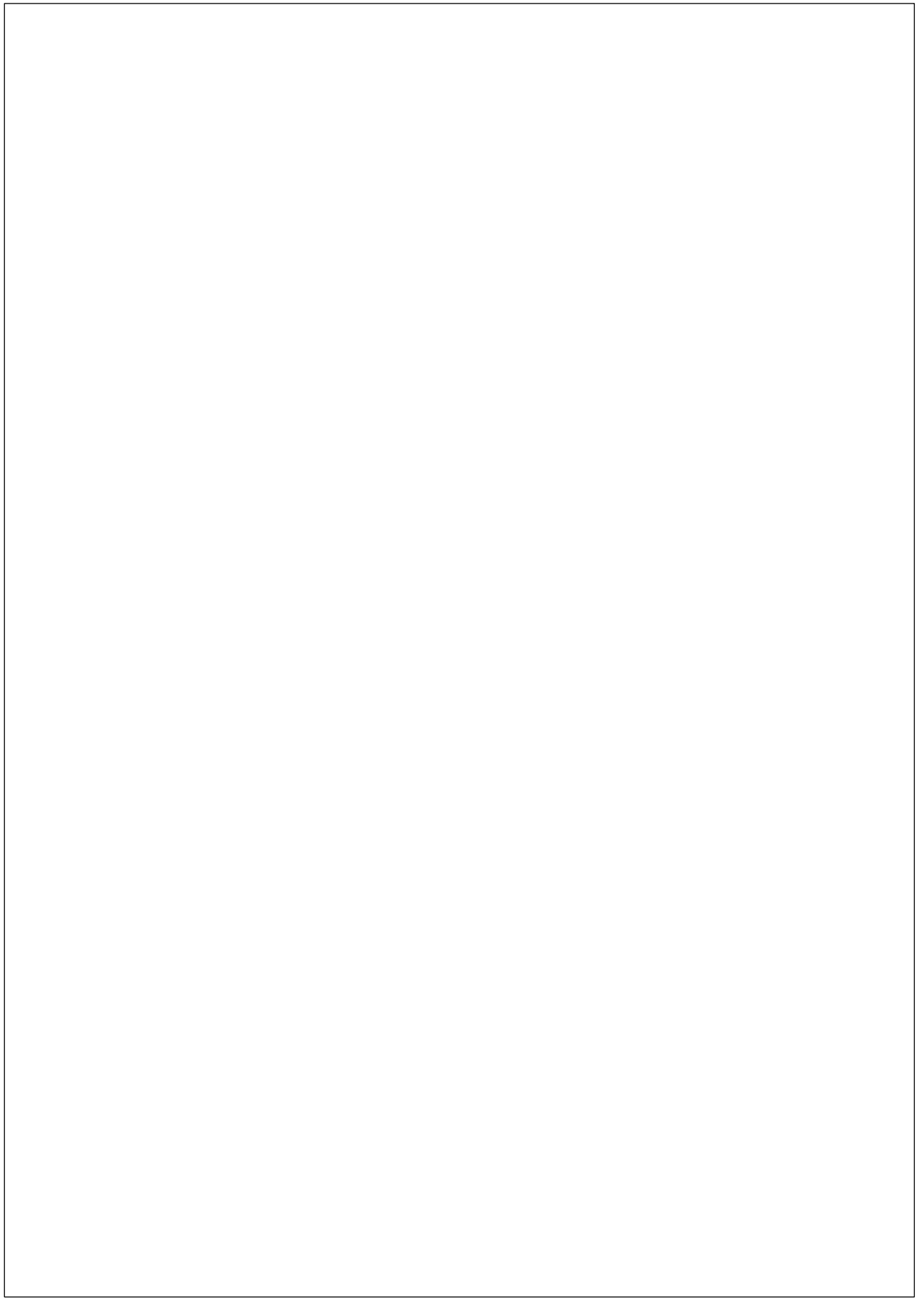






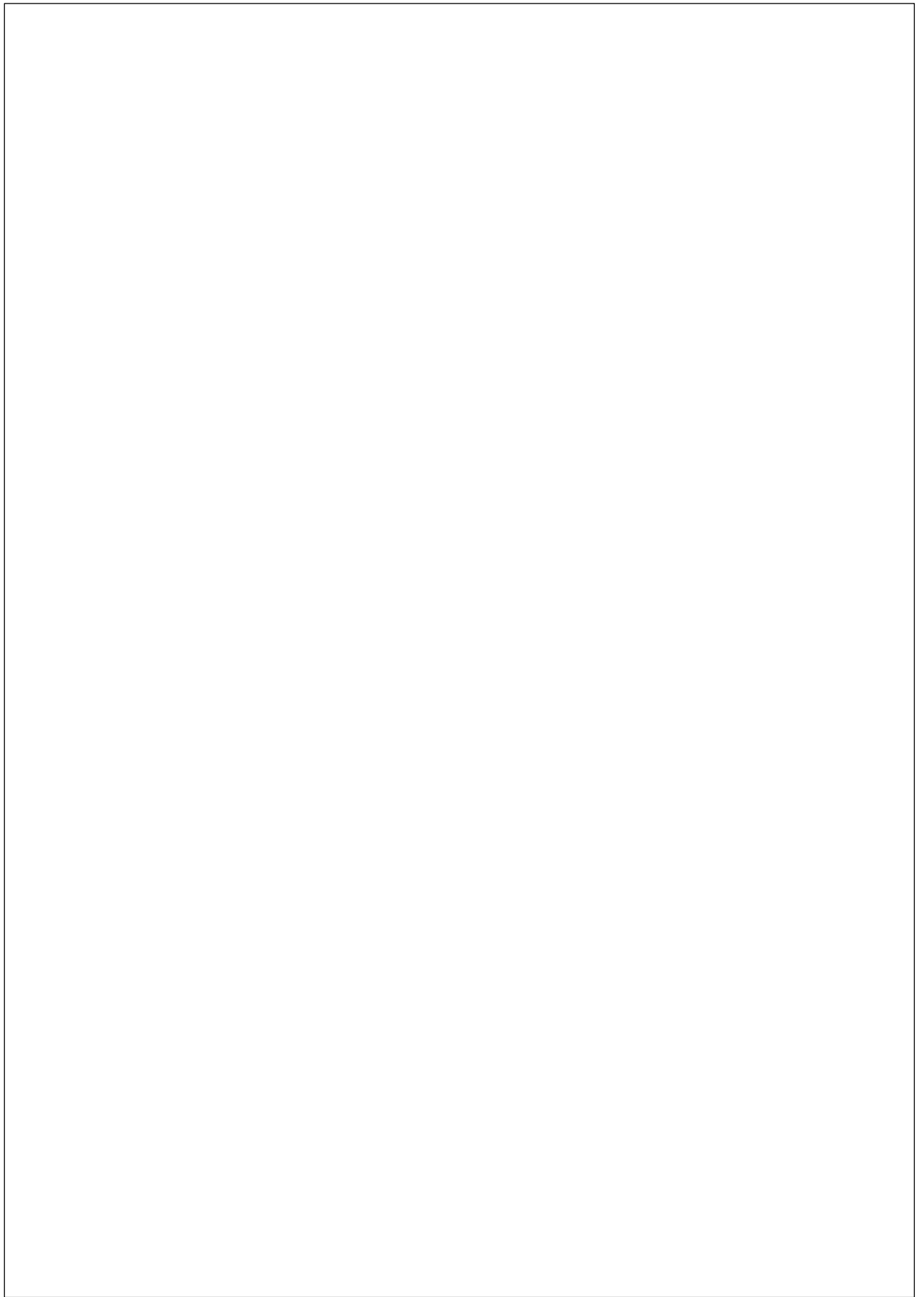
Method Statement Number	Method Statement	Weighting
5	<p><b><u>Change Management</u></b></p> <p>Please evidence how you plan to implement the Fully Managed Print Service outlined within Part 2 Specification Lot 3.</p> <p>As a minimum your response must address all of the Council's requirements set out in Section 6, including:</p> <ul style="list-style-type: none"> <li>• Providing the Change Management Strategy you will employ if successful;</li> <li>• Service delivery location;</li> <li>• Staffing (TUPE) considerations and their planned deployment; and</li> <li>• Training for Council users.</li> </ul> <p>Your response should also include as referenced Appendices, a detailed implementation plan and a risk register that take into account each of the following elements of the Fully Managed Service Contract:</p> <ul style="list-style-type: none"> <li>• Print Services;</li> <li>• Automated Document Factory/Hybrid Mail;</li> <li>• Bulk Mail Fulfilment; and</li> <li>• MFDs.</li> </ul> <p>The implementation plan must clearly highlight timescales, resources and responsibilities. The risk register must detail any challenges to service implementation and delivery and how you propose to overcome or mitigate them.</p> <p>In the case of the MFD element of the Contract your response needs to include your proposals for an audit of the current MFD fleet and how new print drivers would be integrated across the Council's ICT equipment.</p> <p><b>Page Limit: Maximum 2 pages (excluding Appendices) in Arial font size 12</b></p>	1

**Response:**



Method Statement Number	Method Statement	Weighting
6	<p><b><u>Data and Security</u></b></p> <p>Please evidence how you will meet the Council’s requirements outlined within Section 8 of Part 2 Specification Lot 3.</p> <p>As a minimum your response must include, but not be limited to:</p> <ul style="list-style-type: none"> <li>• Reviewing and updating policies for processing data on behalf of data controllers;</li> <li>• Processes for detecting and communicating data breaches;</li> <li>• Complying with the information rights of data subjects, including right of subject access, right to be forgotten and right to rectification;</li> <li>• Deleted of data en-masse and automatically, according to appropriate retention schedules; and</li> <li>• Training employees receive concerning data privacy and security.</li> </ul> <p>Your response should also include as referenced Appendices:</p> <ul style="list-style-type: none"> <li>• Relevant data protection policies and procedures.</li> </ul> <p><b>Page Limit: Maximum 2 pages (excluding Appendices) in Arial font size 12</b></p>	1

**Response:**



Method Statement Number	Method Statement	Weighting
7	<p><b><u>Financial Resources and Contract Affordability</u></b></p> <p>Please provide a narrative which describes the rationale behind the financial proposal submitted as Part 5c Pricing.</p> <p>As a minimum your response must include, but not be limited to:</p> <ul style="list-style-type: none"> <li>• Assumptions made in relation to the volume information provided by the Council and how you have used this to determine your associated costs;</li> <li>• Assumptions factored into submitted prices in relation to potential market fluctuations across the Contract term;</li> <li>• The methodologies used for each element of the Contract;</li> <li>• A breakdown of any annual management fee (if applicable);</li> <li>• Costs associated with the staffing structure proposed in Method Statement 1; and</li> <li>• The impact delivering the Service from the Council’s premises has on your financial proposals (if applicable).</li> </ul> <p><b>Page Limit: Maximum 3 pages in Arial font size 12</b></p>	1



**Response:**

