



Invitation to Tender

Print Services

We are pleased to invite your company to participate in our tender process for
Print Services

Tender Details

Tender Name	Print Services
Invitation to Tender	12/03/2023
Evaluation and Scoring	05/04/2023
Interview process	N/A
Outcome	16/04/2023
Expected Contract Start Date	03/05/2024

Introduction

South Liverpool Homes (SLH) is seeking the provision of a print service to SLH. This will replace the existing contract, which expires on 2 May 2024. This will also include the mailing out of some print jobs. SLH undertakes the majority of design requirements in-house by the communications team and they will be the main point of contact and will oversee the majority of print jobs from start to finish.

Service requirements

SLH has a wide and varied range of print requirements. These include, but are not limited to, newsletters, customer letters, flyers, leaflets, safety stickers and letterhead. Some of the print jobs will involve mailing out newsletters and customer letters to customers' homes.

This service includes, but is not restricted to:

- Print of a 16 page full colour tenant newsletters (130gsm silk) – two per year. This includes 2nd class mailing out to approx. 3800 households
- Print of approx 3,800 annual rent statements. Up to six A4 pages. One print job per year and will be included in one of the above newsletter mailouts
- Print of annual rent review letters. Approx 3-sided A4. One print job per year, including mailout to approx. 3800 households
- Stationery. Estimate 10,000 x letterhead paper per year
3 x flyer types per year. Qty 1000

- Other customer letters as and when required. Estimate 2,500 additional one A4 page letters per year
- Provide expert advice on printing to SLH's in-house Marketing & Communications Team to ensure that the most cost-effective processes are used to produce print jobs.

Scope

The length of the contract is three years, with an option to extend for a further two years.

SLH requires printing on paper from FSC accredited stock or equivalent unless otherwise specified. Tenderers will be required to provide proof of FSC accreditation or equivalent.

SLH may ask you to store 10,000 letterhead at the supplier's depot and call on stock requirements as and when required.

Print jobs are expected to be quoted for within 48 hours of the request from SLH. The significant majority of jobs will be delivered to SLH's head office in Speke, Liverpool L24 0TY Liverpool or SLH's contractors, Avela Home Service, Garston, Liverpool L19 2RF

Submissions and Evaluations

The new contract should be in place before 3 May 2024.

A price for each item must be provided by bidders. The pricing document in Appendix A needs to be completed. All expenses, including delivery, should be included within the tender. No other hidden costs can be added at a later date.

Submission of your tender should be returned via the Proactis portal.

The scoring criteria for this tender is as follows:

Criteria	Maximum Score
Pricing	60%
Solution proposal	40%

Scoring matrix:

Score	Scoring Reasons
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0	Rejected – Evidence is unacceptable or non-existent, or there is a failure to properly address any issues.
1-4	Poor – The evidence is deficient in certain areas where the details of relevant evidence require the reviewer to make assumptions.
5-6	Satisfactory – The evidence is acceptable, but with some minor reservations. The response deals only with processes and little output evidence is provided.
7-8	Good – The standard of evidence fully meets expectations.
9-10	Outstanding – The standard of evidence exceeds expectations. The response demonstrates clear and strong evidence of delivery as part of an integrated team and how this has become part of a continuous improvement process.

Enquiries and communication

During the ITT stage, bidders may submit questions and requests for clarification or further information. Bidders shall address their questions and requests for clarification or further information via Proactis for the answers to be answered publicly. The deadline for any queries is 22 March 2024.

Amendments to the ITT

SLH reserves the right to issue amendments or modifications to this ITT during the ITT stage. These will be amended via the Proactis Portal

SLH's Right to Reject Bids

The issue of this ITT in no way commits SLH to enter into the agreement or any other agreement whatsoever. SLH is not bound to accept any bid and reserves the right to accept any bid either in whole or in part.

SLH reserves the right to reject any or all of the responses received and discontinue the bidding process and/or reject any incomplete or incorrectly completed responses

Confidentiality

The information in this ITT is made available by SLH on condition that bidders shall:

1. at all times treat such information as confidential;
2. not disclose, copy, reproduce, distribute or pass the information to any other third person or allow any of these things to happen; and
3. not use the information for any purpose other than for the purpose of making a bid.

Notwithstanding the conditions referred to in paragraphs above, bidders may

disclose, distribute or pass information to another person if:

4. done for the sole purpose of enabling a bid to be made and the person receiving the information undertakes in writing to keep the information confidential on the same terms as set out in this ITT; or
5. SLH gives its prior written consent in relation to such disclosure, distribution or passing of information.

SLH may disclose any information relating to the bids to its directors, officers, employees, agents or advisers. SLH also reserves the right to disseminate information that is materially relevant to the bid to all bidders, even if the information has only been requested by one bidder.

Thank you for considering this invitation, and we look forward to receiving your proposal.

Sincerely

SLH's Procurement Team