

Current Printing Service Functionality

1. Technical infrastructure

- 1.1 Server hardware is based at the Torquay Town Hall.
- 1.2 The data network used by the Council is supported by an in-house team and is based on a Microsoft infrastructure with some Linux-based servers.
- 1.3 All Council ICT equipment and operating systems are as a minimum on the oldest version or version combinations that are fully supported by their respective vendors. This covers both servers and client Equipment. Most of which are on a Microsoft platform. At any one time it is highly likely that a range of configurations will be in live use. Whilst it is expected that any arm's length companies will also be compliant with this, it cannot be assumed that this is the case.
- 1.4 The Council anticipates deploying laptops as a standard but a corporate standard Device has yet to be agreed.
- 1.5 All software is Active Directory enabled.
- 1.6 x32 bit and x64 bit versions of Microsoft Certified drivers are used.
- 1.7 MFDs are compatible with modern IT infrastructures.
- 1.8 Systems that support and manage MFDs are robust, resilient, Active Directory-enabled and VMWare compatible.

2. Printing Services

2.1 Demand

Torbay Council produces a wide range of mono and colour printed material for its own use and for other public bodies.

2.2 Outsourcing

Large runs of booklets and leaflets along with print work that is unsuitable for digital printing are currently outsourced to a number of external providers.

2.3 Design Facility

The Council currently has an in-house design capability comprising of two graphic designers deploying various desktop tools, including the Adobe Creative Cloud applications In Design, Illustrator, Photoshop & AcrobatPro, alongside video software applications After Effects and Premier Pro.

2.4 Print Ordering Process

- a) Orders are received via email to a generic email inbox where the turnaround time is specified and agreed.
- b) Orders are then manually input into Torbay Council's MIS (Management Information System), Tharstern, as a "quote".
- c) If it is a repeat order, the price from the previous order will be reviewed and maintained providing profit margins have not been reduced due to market influences.
- d) If the repeat order needs to be repriced, or the customer has requested confirmation of the price of the job, a manual price is input into the MIS and a quote specification is emailed to the customer for approval.
- e) Standard turnaround time is five to seven working days.
- f) Negotiated turnaround times may be within twenty-four hours.
- g) Once approval has been given, the "quote" is converted into a "job" within the MIS and a works instruction is printed.
- h) If the order requires supplies that are not in stock, these will be ordered.
- i) The works instruction will then be passed to either the studio (if there are artwork requirements or large format print) or the print production line.
- j) The order will then progress through the print and finishing stages as detailed in the works instruction.
- k) When the job is finished, a delivery note is raised on the MIS and the job is put out for delivery.

2.5 **Artwork Management**

2.5.1 Artwork for print jobs (if required) is supplied in the following ways:

a) Held on file. These will predominantly be an In-Design file or PDF.

These are currently stored in an internally sited storage Device, accessible at any time by the Print Service. Each file is cross-referenced to the initial order that required the artwork and the customer the image relates to. This is done via Torbay Council's MIS (Management Information System), Tharstern;

b) Supplied by User. These will be supplied in a range of file formats including .doc, .exl, .pub, .pdf, .jpg, .bmp, cad, .tif, .png, etc;

c) Supplied by internal designer. These will predominantly be an In-Design file or PDF; or

d) Supplied by external designer. These will predominantly be a PDF.

2.5.2 Files not already held by the Print Service are received via email (up to 10mb) or ftp transfer (over 10mb).

2.5.3 Fonts can be authored and manipulated using Fontlab VI.

2.6 **Order Fulfilment / Deliveries**

Internal Customers.

2.6.1 An internal customer is anybody who works for the Council. The delivery point may be in the same building as the current Print Service (within the Town Hall) or could be located anywhere within Torbay or the surrounding area.

2.6.2 Generally internal jobs in the Town Hall are small in size and quantity and will be delivered to the client's office / desk by the Print Service.

2.6.3 Larger internal jobs requested by staff located in the Town Hall, will be delivered to the final delivery point by internal courier, currently run by the Post Room Service.

2.6.4 Deliveries to internal customers situated off-site will be by internal courier.

External Customers

2.6.5 An external customer is not employed by Torbay Council. They may be located in Torbay but could be nationwide.

2.6.6 Deliveries to external customers located within Torbay or the surrounding area will be by internal courier.

2.6.7 Deliveries to external customers located outside of Torbay and the surrounding area will be via parcel / pallet courier service.

Customer Collection

2.6.8 Both internal and external customers may collect their finished goods from Torbay Council's Goods Inwards.

2.7 Value of Internal Print Work

A summary of the Council's turnover for internal print requirements is below:

Year	Value
2019/20 YTD	£295,000
2018/19	£315,000
2017/18	£400,000
2016/17	£415,000
2015/16	£395,000
2014/15	£445,000

2.8 Current Contracts / Frameworks

2.8.1 Torbay Council currently undertake work for several external organisations including the local NHS trust and local GP Practices. If the successful Applicant wishes to continue provision for these external clients, the Council will facilitate those discussions.

2.8.2 A summary of the Council's turnover for external print requirements is below:

Year	No. of Jobs	Value	No. of Stock Orders	Value	Total Value
2018/19	201	£92,988.75	1016	£50,131.06	£143,119.81
2017/18	213	£118,958.11	1116	£55,263.50	£174,221.61
2016/17	236	£126,280.23	1176	£67,538.38	£193,818.61
2015/16	210	£125,166.02	1167	£76,682.23	£201,848.25
2014/15	169	£132,456.71	1083	£92,414.56	£224,871.27

2.8.3 Torbay Council is also named as a supplier on printing Frameworks for Trafford Council and Chester Consortium, which could be novated but would need to be discussed with the Authorities managing the Frameworks.

2.8.4 A breakdown of customer revenue over the last 12 months is provided in Appendix R – External Customer Turnover 2019.

2.8.5 Jobs are generally quoted on a 10% mark-up.

2.8.6 The Council does not have any Contracts in place with existing customers, but it does have an SLA with one (Customer 1 in Appendix R – External Customer Turnover 2019). This would not be novated to the successful bidder, but the new Service Provider could be introduced to the customer.

Print Supplies

- 2.8.7 Relationships with paper / envelope Providers are managed by the Print Manager.
- 2.8.8 Torbay Council currently holds a stock of frequently used paper and envelopes to facilitate bulk buying and the quick turnaround of orders.
- 2.8.9 Non-standard paper / envelopes required for orders are bought on an ad-hoc basis.
- 2.8.10 Deliveries of bulk and non-standard paper and envelopes are delivered to Torbay Council's Goods Inwards, where it is checked and stored.
- 2.8.11 A list of the Council's suppliers is provided in the Appendix S – Current Material Suppliers.

Print Costs

2.8.12 Print costs for the current year are:

- Budgeted Production Costs (inc. staff, equipment, premises etc.)
£265,000
- Budgeted Materials Costs
£132,000

3. Automated Document Factory & Hybrid Mail

- 3.1 Torbay Council currently uses SEFAS Harmonie Communication Suite (HCS) to drive their Automated Document Factory and utilise Hubmail as a bolt-on feature for their Hybrid Mail solution.
- 3.2 HCS is a solutions toolset for designing and managing customer communications across all delivery channels.
- 3.3 An overview of the entire SEFAS system is provided at Appendix F – Forms System Overview.
- 3.4 Bespoke mailings are produced outside of SEFAS.
- 3.5 **HCS Project Building**
 - 3.5.1 External and internal clients submit fully formed mail compliant documents to the central document factory, which can be generated in a bespoke or automated manner, as a batch to be split into separate envelopes or as individual mail pieces, using the Hubmail hybrid mail print driver which is more efficient than using the office MFD and hand packing the mail pieces.
 - 3.5.2 The hybrid mail print driver is highly configurable and can be configured to operate in a number of ways to suit the existing office workflows and systems.
 - 3.5.3 We can offer any existing communication channel or mail service via a menu on the hybrid mail print driver or as a default.
 - 3.5.4 Internal services or contracted external clients can request projects to be built within the document factory for system generated data driven requirements. The Harmonie Communication Platform is a set of underlying engines that act as the foundation for many features of the HCS. It provides the capability to ingest many data and file formats, the capability to create multiple output files for physical and digital distribution channels, as well as enabling post-composition functions to sort, split and merge production output files.
 - 3.5.5 A simple to use design tool can be issued to users which allows them to modify pertinent portions of the documents without calling on skilled resources who need to concentrate on high value-added developments.
 - 3.5.6 The Designer uses content (templates, images, logos, text, paragraphs...) that is stored in a single repository and shared by all business and IT users. Access and modification rights are set up to individual or grouped resources depending on our authorisation levels.

- 3.5.7 Internal services can have manual or automated release of data, which will either “push” data to a predetermined watch folder on a regular interval, or when the user manually requests it to.
- 3.5.8 Project rules can include:
- (a) Reengineering of documents into attractive communications using the original source to change structure and to apply new graphics and images, as well as adding or deleting; fonts, images, applying new graphics, adding or deleting content;
 - (b) Extract content and reformat data;
 - (c) Converting communications workflows to new output formats whilst retaining the original output look and feel;
 - (d) Use of multiple data sources to generate relevant communications;
 - (e) Designing post-composition workflows by defining rules for distribution, sorting, grouping, subdividing, postal optimisation... with the ability to integrate into external services (electronic signatures, archiving systems etc.);
 - (f) Co- mingling of documents according to pre-determined parameters;
 - (g) Accepting multiple input data types converting into a chosen output format; and
 - (h) Mailing machine control barcodes governing page numbers, start / end of documents and a sequential control number.
- 3.5.9 Meta data will be attributed to each document within each project.
- 3.5.10 Meta data can be used to drive external services, it also fulfils Management feedback and audit and reconciliation requirements.

3.6 **HCS Production Process**

- 3.6.1 Watch folders are automatically monitored on a continuous or scheduled basis.
- 3.6.2 Data is retrieved from the watch folders and based on the hidden Meta data or landing location or content, is attributed to each project, the data is composed and processed according to the set project logic.
- 3.6.3 Processed documents are output in the following ways:
- (a) Emailed output, sent to various recipients.
Once processed, communications can be attached to a dynamically generated email and dispatched from a generic email account;

- (b) Push output to a secure document portal (for example landlord benefit payment schedules).

Once processed, the portal account data is retrieved for each document from an external data source. The document is then posted directly to the account and we send an automated email notification to the recipient detailing what has been deposited in their account;

- (c) Printed output inserted into envelopes and posted via a postal provider.

All files are pre-formatted for printing. Once processed, files are available on a production screen in the print production area and are released by an operator to selected print Equipment or output service. Once the files are printed, the HCS system gets production and completion data from the printer, which triggers further processes including archiving. Printed files are processed through the Authority's mailing machine, with the mailing barcodes controlling numbers of pages and opening / closing of envelopes. Reconciliation data is used to check the integrity of all mailings. Finished envelopes are passed to the Post Room Service for dispatch.

4. Bulk Mail Fulfilment

- 4.1 Daily outgoing mail from Torquay Town Hall is currently prepared internally and since June 2014 has been distributed using Royal Mail and Whistl Down Stream Access (DSA) provider.
- 4.2 Designated members of Council staff prepare outbound mail and log details prior to being collection by Royal Mail / Whistl.
- 4.3 2018 / 19 postal output through SEFAS / Hubmail / Printshopmail and inserted into pre-printed envelopes is as follows:
- (a) 2ND Class Post (Whistl).
700,000 items (690,000 C5, remainder C4);
- (b) 1st Class Post (Royal Mail).
17,500 (largely C5 same day Summons runs).
- 4.4 2018 / 19 postal output for items not produced through the printing service (i.e. collected from departments for posting) are a mixture of letters, large letters, small parcels, medium parcels and overseas deliveries and quantities are as follows:
- Franked
87,000 items for Royal Mail of which:
- 52,000 are 2nd class; and
 - 35,000 are 1st class (large number of recorded deliveries going 1st class).

5. Equipment

5.1 Owned Equipment

5.1.1 Torbay Council currently owns the following Equipment:

- Apple IMacs G5's 20 Inch (quantity x 2);
- Apple Powermac G5 (quantity x 1);
- Exlam 1670RS large format laminator (quantity x 1);
- GBC Arctic titan 165 large format laminator (quantity x 1);
- keenCut Steeltrack vertical board cutter (quantity x 1);
- KeenCut Bigbench with Javelin 2.6m cutter (quantity x 1);
- Polar 92 emc monitor guillotine (quantity x 1);
- Solvit spiral binder + punch (quantity x 1);
- Renz wire punch with 3 cutting dies (quantity x 1);
- Renz wire closer (quantity x 1);
- Stahl T52 4/4 knife folder (quantity x 1);
- Morgana FRN5 numbering machine (quantity x 1);
- Duplo DF1000 Folder (quantity x 1);
- Roland Soljet Pro 111 large format printer (quantity x 1);
- Mimaki CJV 150 Large format printer (quantity x 1);
- Duplo System 5000 Booklet Maker (quantity x 1);
- Duplo 645 Cutter/Slitter with Fold Attachment (quantity x 1);
- Kodak high res Scanner (quantity x 1);
- Neopost DS200 Mailing Machine (quantity x 1);
- Hang 114.00 4 head Paper Drill (quantity x 1);
- Soag single head paper drill (quantity x 1);
- Linde E14 electric forklift (quantity x 1);
- Hydraulic pallet trucks (quantity x 3);
- Hemtech hot gun banner hemming machine (quantity x 1); and
- AMS M1 envelope printer (quantity x 1).

5.2 Leased Equipment

Torbay Council currently has an operating Lease for the following Equipment:

- Canon Varioprint 120 with high capacity delivery (quantity x 1);
- Canon Varioprint 110 with saddle-stitch attachment (quantity x 1); and
- Xerox Versant 2100 colour printer with square-back stitcher (quantity x 1).

5.3 MFDs

The Council has a MFD Contract with Xerox that runs until 28 February 2021, which provides approximately sixty-four devices which are as follows:

- Mono: 3655, 5875, 5890, 5945; and
- Colour: 6655, 7225, 7830, 7835, 7855.

6. Staff

6.1 The organisational structure of the current Printing Service is shown in the Appendix T – Printing Services Organogram 2020.