**SPECIFICATION**

**External Print Services**

**DPS**

1. **INTRODUCTION**

The London Borough of Enfield (the Authority) wishes to set up a Dynamic Purchasing System (‘DPS’) for (5) years which will ensure access to the best print prices available in this changing and competitive market. Preapproved Providers will be able to bid for each printing job via Claritum the online bidding platform that the London Borough of Enfield use. Claritum will be free of charge to all preapproved Providers.

1. **BACKGROUND**

The Authority has an inhouse print service which caters for some of its requirements but at present uses contracts to fulfil the remainder:

The DPS will support the inhouse facility, particularly larger print runs and specialist printing requirements that they are unable to undertake

A review has been undertaken, and after all options have been considered, a DPS is the preferred option, as it will allow new Providers to be added throughout the term of the contract. This will maintain competition giving the service greater flexibility and ensuring ongoing best price.

The Authority is constantly reviewing its delivery of contracts and is always looking to improve and reduce costs. Because of this and the way the service is required to evolve we cannot guarantee contract spend and is likely to reduce in the future.

1. **GENERAL REQUIREMENTS**

The Authority is looking for suitable and capable Providers with a proven track record who can provide these services to support the existing inhouse service.

**General Print**

Last year’s approximate spend was. £150,000 but this is not guaranteed and is likely to reduce.

This includes but is not limited to:

* Single colour to 4 colour brochures & leaflets
* Booklets in all paper sizes A5 – A4 - DL
* Newsletters
* Posters A2 – A0
* Die-cut Folders
* Annual Reports
* NCR Numbered Pads
* Gummed and Vinyl Labels
* Stationery
* Residents Council Magazine
* Mailing & Fulfilment
* Promotional Items
* Vinyl Banners
* Roller Banners
* Signage

# All Providers must hold the most up to date ISO quality management accreditations for:

# Quality

# Environment.

* Information Security Management

All Providers must ensure the following:

* Environmental considerations e.g. use of recycled paper
* The correct print medium
* The appropriate quality which is fit for purpose
* Provision of a of a named person to provide advice throughout the life of the contract, related to a specific job, for example advice on print specification,
* Provision of management reporting
* Collection and delivery service to the Enfield Civic Centre and satellite sites.
* Maintain Corporate identity and standards to ensure consistency

# 4. CONTRACT MANAGEMENT

4.1 The Provider shall identify an account manager on award of the Contract who will have overall responsibility for the account and to whom all operational communications should be directed.

4.2 The Authority expects the Provider to be a source of technical expertise and knowledge regarding technology advances, market developments, alternative design formats, etc. It is the responsibility of the Provider to highlight such developments to the Design & Print Manager.

4.3 Print jobs shall only be placed by Authorised Council Officer/s or their named deputies, identified by their assigned job number and also by the purchase order provided by the Authority, and individual brief, which gives a detailed description of the work to be undertaken. All commissioning, liaison and communications practices will be carried out in accordance with a working protocol

4.4 The Provider may be required to attend review meetings either by phone or at the Authority’s Offices to provide reports and review the following:

* Review the previous projects
* Discuss any issues in procedures and non-compliances
* Opportunities for cost improvements
* Discuss volumes, costing’s and savings achieved
* Plan for future projects
* Any other issues deemed appropriate by the Authority.

4.5 The Provider shall not commence the printing until the press print or PDF proofs have been approved by an Authorised Officer of the Authority.

4.6 The account manager identified will oversee the smooth transition of the print service including the implementation of any business processes, training and other operational issues. The Authority will identify an authorized officer(s) to work with the Provider.

4.7 The account manager will also be the identified person for escalation relating to any serious performance issues.

**5. SPECIFIC REQUIRMENTS**

5.1All print jobs are to be printed in accordance with The Authority’s Corporate identity guidelines. Details of these will be provided.

5.2 All print jobs are to be manufactured to a quality standard that meets or exceeds accepted industry standard ISO14001 or equivalent.

5.3 Packaging is to be the minimum necessary for safe and undamaged delivery and of Recyclable nature as far as practicable.

5.4 All print jobs delivered to The Authority are to be undamaged and free from defects in material or workmanship and fit for the purpose for which they have been ordered.

5.5 All print jobs shall be delivered by the date and time agreed with the client.

**6. LEAD TIMES**

6.1 All request for quotes must be returned within 3 hours unless otherwise specified. Quotes will only be accepted via the online bidding platform “Claritum”

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| **JOB TYPE** | **DELIVERY REQUIRED** |
|  |  |
| Print only jobs – no finishing | Maximum 3 days |
| Print jobs with finishing – booklets, newsletters, folders, Wiro binding, etc | Maximum 5 days |
| Print jobs with special finishing e.g. lamination, Variable data and gloss vinyl labels | Maximum 7 days |
| All Print Jobs - Emergency | May be required quicker |

6.2 Re‑work arising from the Authority's rejection of sub‑standard finished work shall be delivered within 24 hours.

6.3 Any variation to the lead-time shall first be agreed by the Authority

**7. DELIVERY**

7.1 The Provider shall submit at the place of where the goods are delivered, a delivery note correctly and adequately detailing particulars/descriptions, quantity/weight measure together with delivery details (date, time place, contact name and purchase order number) of the goods that have been supplied.

7.2 The Authority will only permit part deliveries in extreme circumstances that have been approved by the Print and Design Service. In such a case, the delivery note must clearly detail the purchase order number and that it’s a part delivery

7.3 Deliveries may be restricted to specific times. No delivery should be made outside the specified times. It is the responsibility of the Provider to check/ensure that deliveries are made within these times and an authorise signature obtained to confirm receipt.

7.4 The Provider must provide an electronic proof of delivery which includes the name of the recipient that signed for the goods.

7.5 Any deliveries made to an incorrect location or does not contain the full order or is damaged must be rectified at the Provider’s expense. In general, the Authority will expect the issue to be rectified within 24 hours but there may be instances where rectification requires faster attention and delivery, particularly for campaigns or events. This timeframe must be agreed with the Authority. The Authority shall not be liable for damage or loss arising from failure to collect such items, although reasonable care will be taken at all times

7.6 For each job, 5 file copies must be delivered to the Design and Print Manger either before or on the same day as the order is delivered, at no additional cost to the Authority. This is a requirement for all print jobs regardless of whether they are repeat or new artwork items.