

Tips for completing your Statement of Requirements/ Specification

The framework agreement specification (framework agreement Schedule 2) sets out the range of goods and services which are available via the agreement. It doesn't provide specific details of the goods and services that customers wish to purchase.

Customers must detail, clearly and in full, all elements of their requirements in their own statement of requirements or specification.

When the specification is being prepared ensure that you capture requirements from all print users within your organisation to provide as full a picture as possible.

The points below offer some ideas around what you may wish to include in your specification. ***This document is provided for guidance only.*** There is no set structure that the specification document should follow – the key objective is to communicate requirements in a clear and logical order.

1. Overview

In this section provide an introduction/ background to your organisation and its print requirements:

- explain who you are – don't assume the supplier knows your organisation
- provide information about what your organisation does and where print fits within the organisation/contributes to delivering the organisations services
- detail the length of call off contract

2. Objectives

Use this section to set out your overall strategic aims and objectives such as:

- to reduce volumes and costs of printed materials
- to move towards digital solutions where possible
- to reduce environmental impact
- to aggregate requirements across organisation
- to consolidate requirements currently delivered via multiple suppliers etc.
- any other relevant information that you think will assist the supplier with understanding your organisation's print strategy

Additionally:

- be clear on any political issues or sensitivities
- include information of policies, which are critical to your organisation (e.g. Standards, Sustainability, Social Values)

3. Requirements

Use this section to articulate your print requirements (what, where, when, how, how many, how often). If you are unsure about how to lay out your requirements have a look at the Framework Specification document and the various goods and services headings (including those relating to mandatory requirements) and use this a guide. For each of the goods and services you require provide specific details of your requirement. Some areas you may wish to consider are listed below:

- What do you want to produce – (e.g. marketing material, stationery and forms)
 - Paper - Details of any specific paper requirements for example recycled content of paper, weight, finish etc.
 - Volumes – A guide to the volume of items or occurrences of service you will require. Provide historical data or forecast data and any other relevant volume related information (trends, number of orders, rationalisation strategy, digital strategy etc.)
- How you will work with the supplier – set out your expectations
 - account management –specify what is required in terms of account management and articulate what you expect in terms of capability and capacity from your chosen supplier
 - ordering process – explain your process, details of your systems and how many orders are currently placed and by how many customers (if known)
 - delivery – explain the process for deliveries into your organisation and how many customer delivery addresses you have
 - invoicing and payment – Processes and systems used within your organisation and what the supplier must do to ensure compliance and payment of invoices. Method(s) of payment.
 - security – include general security requirements and/or requirements for security print including specifics around secure print production conditions, personnel and delivery
 - data security - will there be a requirement for an IT interface or exchange of personal or confidential data between customer and supplier
- how you will measure success - set out your KPIs/ SLAs
- what management information is required by your organisation – ask only for the information which is useful and meaningful to your organisation

Additionally:

- You may wish to share with samples of existing products, technical specifications, paper specifications, and diagrams etc. as appendices to your specification.

If you require any further information about the Public Sector Managed Print and Digital Communications framework agreement, please email printframework@crownccommercial.gov.uk