



Crown
Commercial
Service

Public Sector Managed Print and Digital Solutions (RM3785)



Reference: RM3785

Start date: 28/12/16

End date: 27/12/18

OJEU contract notice: 2016/S 025-040335



What you can buy through this framework

This agreement gives you access to a full range of print and digital solutions and associated services. This includes both fully managed end to end print and digital solutions and access to individual options, depending on your requirement.

This includes:

- print and paper products (envelopes, labels, wallets, folders etc.)
- digital asset management
- pre-production services (proofs, print ready artwork, artwork for online templates, basic design and artwork, page layout, photograph retouching, typesetting, proof reading, translation services etc.)
- operational print, security print including personnel, large format and wide print
- full range of finishing services
- direct mail and transactional print
- database management
- scanning and microfiche
- stock management
- media duplication
- storage, fulfilment and distribution.

Who can use this framework

All public sector and government organisations and charities can use this agreement.

Why choose us

- We have carried out a rigorous competitive tender, testing suppliers to ensure that the best quality of service will be provided to our customers.
- Strategic relationships with key suppliers to the public sector to gain better value for money, reduce cost, improve performance and align suppliers with government/organisational priorities.
- Intelligent management information with accurate spend, consumption and performance data.

| Benefits of using the framework | |
|--|---|
| Strategic supplier partnerships | <ul style="list-style-type: none"> • Suppliers will use their expertise and guidance to drive savings. • Support with moving towards digital solutions where required. |
| Savings through a transparent price model | <ul style="list-style-type: none"> • Associated cost savings through standardisation, rationalisation and aggregation of demand. • Competitive paper pricing and rate cards with maximum rates. |
| A complete print and digital solution | <ul style="list-style-type: none"> • Sourcing of all raw materials including paper and envelopes. • Wide range of associated services available as part of a core print requirement providing a total print solution. |
| Managed print solution | <ul style="list-style-type: none"> • The supplier will manage the operational delivery of print requirements including supply chain sourcing and management. This applies to both lots. |





| Framework Scope | | Lot 1 – Fully Managed End to End Print and Digital Solutions | | | Lot 2 – Tailored Managed Print Solutions | | |
|----------------------------|--|--|---|---|--|---|---|
| | | | Service level 1 | Service level 2 | Service level 3 | | Service offering |
| Core Services | <ul style="list-style-type: none"> • Business operational print • Advertising and marketing print • Security print • Bulk print • Printing paper • Bulk envelopes • Large format and wide print • Digital asset management | ✓ | Customer Service Centre Dedicated buyers/advisors who will service the requirements of the Contracting Authority, from defining the requirements and solutions, through to project conception and delivery. | In-House Account Management Team Bespoke account management team who are embedded into the Contracting Authority to fulfil the role of the print buyer/ team. This team will be based at the Contracting Authority's site. | Off-Site Account Management Team Bespoke account management team who fulfil the role of the print buyer/team for the Contracting Authority. This team will be based at the Supplier's site. | ✓ | Service is tailored to suit individual customer requirements as specified at further competition stage. |
| Associated print services* | <ul style="list-style-type: none"> • Storage • Fulfilment and distribution • Postage • Scanning • Stock management • Digital solutions - to support those who wish to move towards a digital solution. | ✓ | Contracting Authority may place orders via web, email or phone. | This team will provide a full managed end to end service for the Contracting Authority, from defining the requirements and solutions, through to project conception and delivery. | This team will provide a full managed end to end service for the Contracting Authority, from defining the requirements and solutions, through to project conception and delivery. | ✓ | |
| Command and House Papers | | ✓ | | | | | |

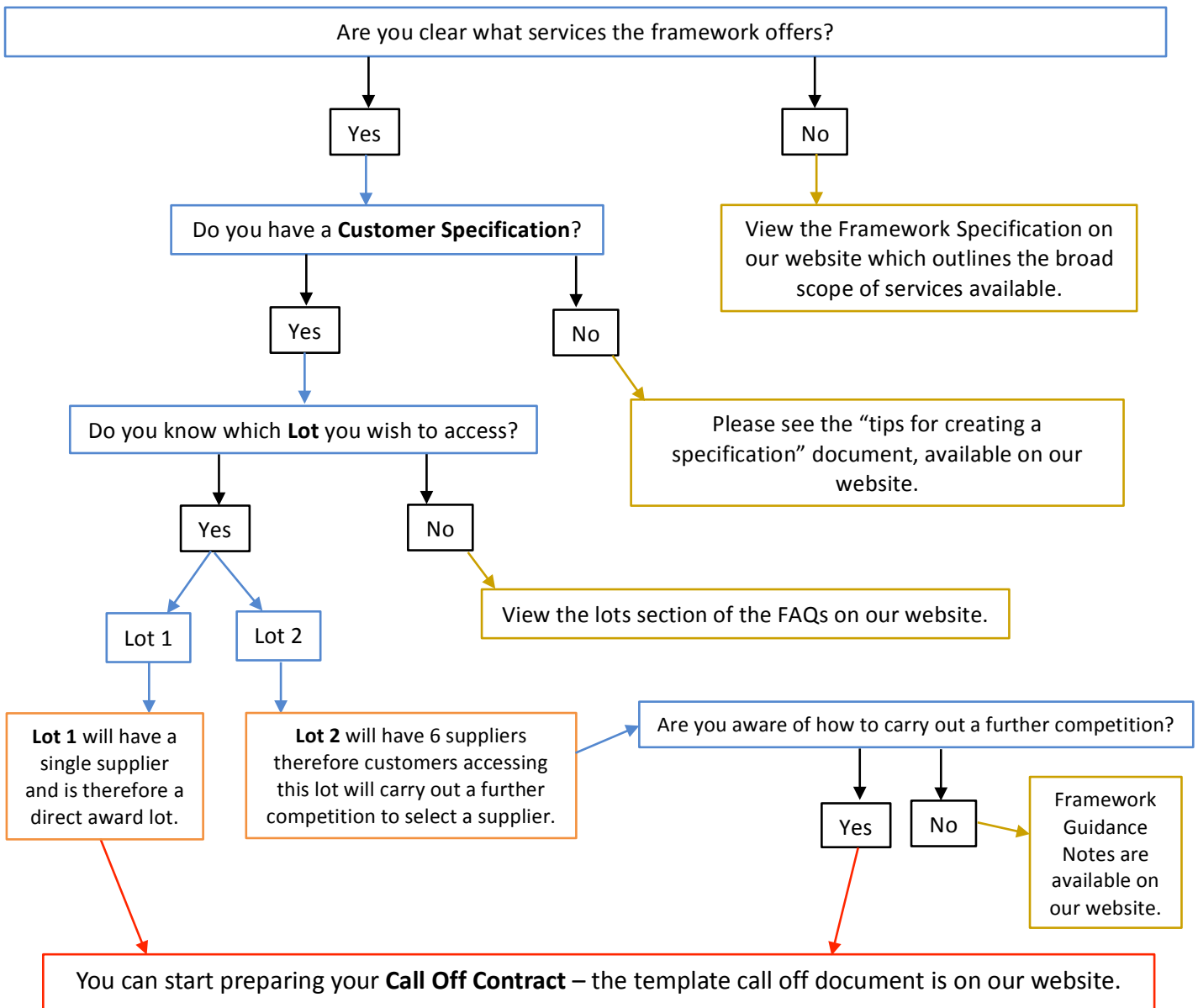
There are further documents available on the website to help you to prepare to use the framework:

- Framework guidance notes
- Tips for creating your print specification
- Frequently asked questions
- Template order form and call off contract





Decision Tree to assist customers to access RM3785




Help and advice

If you would like help deciding which service or buying option will best meet your specific needs please get in touch with our category experts:

 printframework@crowcommercial.gov.uk

If you need general advice about using CCS please contact our helpdesk:

 info@crowcommercial.gov.uk

 0345 410 2222

You can also learn more about our range of commercial deals and latest offers online:

 www.gov.uk/ccs

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