



Crown
Commercial
Service

Print Marketplace Q&As

Questions initially submitted following early supplier engagement of self-serve print (circa August 2018) and their answers have been compiled below.

Q. Would there be a conflict of interest if we were to win the supply of the front-end portal and then become a supplier of the products through the solution?

A. The Print Marketplace Provider will be expected to onboard any Print Providers who register (and meet the relevant criteria) during the life of the agreement. The Print Marketplace must provide transparency of costs to allow the customer to select the provider which meets their requirements. CCS will require robust reporting data and will conduct regular benchmarking and audits of the Print Provider.

The contract may also contain limits on the amount of work that each print provider can undertake/produce.

Q. What is the definition of 'self-serve'?

A. The Print Marketplace will be available to customers who can define their requirements and manage their print job without the support of a traditional print management company.

Q. What if the quality or delivery falls below an accepted standard?

A. If any errors were to occur, the Portal Provider would be a point of escalation.

Q. What is the contract length you are considering?

A. 4 years.

Q. Will this contract be required to fit in with the current Government SME agenda?

A. Yes relevant government policies will be covered in the tender pack.

Q. Do you envisage the platform having a "Live Chat" functionality?

A. CCS will define the requirements for the Print Marketplace, the bidder (Portal Provider) should consider how they would service the requirements. I.E. CCS may not specify Live Chat but the Portal Provider may use it to service the requirement.

Q. Are there any restrictions on where this is managed within the EEA?

A. To be confirmed.

Q. What levy are CCS proposing to add?

A. 1%

Q. Will there be any tendering restrictions based on the company's turn over to the value of the contract?

A. To be confirmed.

Q. What type of products does CCS envisage being serviced through the portal?

A. Products will be specified by customers and will include (but not be limited to) business cards, leaflets, brochures, posters, forms, newsletters, business stationery and general marketing literature.

Q. Will there be an opportunity to mandate this service?

A. Mandation is not being considered.

Q. Does CCS/YPO envisage that a classic DPS (or some managed variant of it) will fit its requirement for a self-serve print solution?

A. CCS is seeking to establish a framework agreement with a single provider (Portal Provider) that will host and manage the Print Marketplace. The Portal Provider will be responsible for registering Print Providers and managing this supply chain.

Q. Does CCS/YPO envisage there will be a need for centralised reporting within the portal? If so, what type of reports might be a fundamental requirement?

A. Yes - A reporting suite which provides information on pricing, savings, users, KPI's and products bought etc. will be required and reporting requirements will be specified in the tender pack.

Q. Does CCS/YPO envisage that suppliers will be centrally pre-qualified using a Standard Questionnaire (SQ) in a self-serve solution? If so, will this process be overseen by the site owner/operator? Or by an additional layer of governance, perhaps overseen by CCS/YPO itself as the central controlling authority?

A. Yes, Print Providers will register to be a supplier on the Print Marketplace and will need to meet certain criteria (TBC). The Portal Provider will be responsible for managing the registration process and for carrying out any check on the Print Providers.

Q. What type of help and support does CCS/YPO envisage for the self-serve solution? Can we assume that online chat facilities, user forums and webinars will be the primary vehicles for this?

A. CCS will define the requirements for the Print Marketplace. The bidder (Portal Provider) should consider how they would service the requirements. i.e. CCS may not specify Live Chat but the Portal Provider may use it to service the requirement.

Q. Will CCS/YPO be able to support faster supplier payments (14 days, for example) to promote better supplier pricing in the final self-serve platform?

A. The Portal Provider will be required to make Prompt Payments to the Print Providers.

Q. Will CCS/YPO expect the pricing in its self-serve platform to be predominantly production based?

A. Yes. Transparency of costs will be expected (e.g. production, paper, delivery) and will be confirmed in the tender pack.

Q. Will CCS/YPO favour API-based solutions for its self-serve print platform? If so, how important do they feel back-end supplier workflow integration with the front-end customer RFQ and ordering process is?

A. To be confirmed.

Q. Will CCS/YPO favour solutions that are able to deliver relevant environmental impact information, such as CO2 emissions data?

A. Relevant government policies will be specified in the tender pack.

Q. Does CCS/YPO agree that a service-charge approach to self-serve print is an appropriate commercial mechanism upon which to build the service?

A. The commercial model is likely to be based on a service charge/transaction fee for the Portal Provider for hosting and managing the Print Marketplace.

Q. Does CCS/YPO agree that arbitration by the self-serve platform operator is a prudent way to deal with disputes that might arise? Does it accept that the ultimate 'blame' for any failure in quality, finish or delivery is that of the supplier?

A. The Portal Provider will be responsible for managing any issues and escalations of disputes.

Q. To future-proof its self-serve print platform, will CCS/YPO be favouring solutions that do not depend on matrix-based pricing as its primary print pricing method?

A. The Print Marketplace should provide the customer with instant pricing based upon the customer's specific requirements. We envisage that Print Providers can and will amend their rates regularly based on their own commercial considerations. However, the amendments required will be simple i.e. adapt their margin only. The Print Marketplace will be dynamic and therefore is not a catalogue of fixed prices for products but a system that produces quotes in real time based on customer specifications.

Q. What will the commercial model be?

A. The commercial model is likely to be based on a service charge/transaction fee for the Portal Provider for hosting and managing the Print Marketplace.

Q. What's the future plan for Lot 1?

A. CCS is seeking to replace the current Print Management Framework (RM3785) and a Prior Information Notice has been published for RM6170.

Q. How will supply management and onboarding work and the criteria?

A. The Portal Provider will be responsible for onboarding and managing the supply chain. Print Providers will be expected to pass minimum criteria as part of the registration process.

Q. What is the time frame for award and go live?

A. Refer to Upcoming Deals page on CCS website for procurement timescales.