

# Print Management Services

RM6170

Customer guidance



Crown  
Commercial  
Service

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# 1. Introduction to Crown Commercial Service (CCS)

We are the biggest public procurement organisation in the UK. We help organisations across the whole of the public sector, find the right commercial solutions for over £17 billion of spend each year.

You can use our commercial solutions free of charge, and we are committed to helping you achieve maximum value by leveraging our commercial expertise and national buying power.

As we are an Executive Agency of the Cabinet Office, we also lead on developing and implementing the UK's public sector procurement policy and delivering the government's commercial policy priorities.

## 2. Benefits of using the framework agreement

**Value for Money:** Offers a convenient one stop shop for all your printing requirements, which will cater for complex print needs in a secure environment, with the benefit of a flexible offering that can be tailored to meet your unique print requirements.

Supplier rates and quality have been fully tested through a full competitive tender process. They are the maximum rates that Suppliers can charge.

**Compliant:** A compliant route to market with the Public Contracts Regulations 2015.

**Simplified contract terms and conditions:** Uses the new Public Sector Contract Core Terms and Schedules. This contains simplified, concise terms and conditions which are easy to use and understand and includes a fully guided order form template.

You can select the schedules needed to meet your requirements.

**Pre-defined terms and conditions:** Call-off terms have been established in line with commercial best practice to provide legal protection for buyers and suppliers. All framework suppliers have signed and accepted that only CCS terms will apply to call-off contracts.

**Social value:** Includes social value requirements, such working with **local supply chains**, supply chain diversity including working with Micro, small to medium side enterprises (SMEs) and Social Enterprises (SEs). Buyers can request suppliers tailor their offer to match the buyer's social value priorities and deliver measurable local benefits.

**Quality assurance; accreditations:** All Framework Suppliers are required to demonstrate ongoing compliance with the following accreditations:

- Cyber Essentials plus
- ISO 9001 (Quality Management)
- ISO 22301 (Business Continuity)
- ISO 14001 (Environmental Management)
- ISO 27001 (Information Security management)

## 3. The framework agreement

The framework agreement is the overarching contract between each of the framework suppliers and CCS. The agreement is in place for four years and will expire on 27th December 2024.

During this four year period you can award your own call-off contracts for a period of up to four years; each call off contract will be between you and the framework Supplier.

You can award a contract at any time during the agreement and the call-off contract expiry date can extend beyond the period of the framework, providing the contract is awarded to the supplier during the framework period.

We have ensured that the Framework specification is wide and generic enough to ensure that all types of printing requirements can be covered and you are able to define your requirements in specific detail as part of the call-off process.

### 3.1 Framework Lots

The framework has two lots.

**Lot 1:** A single Supplier Lot - Direct award

The following Supplier has been awarded a place on the Framework:

**HH Associates Ltd (Trading as HH Global)**

This lot offers the full range of print management services; with the benefit of a focus on strategic and transformational services through continuous improvements process and efficiencies to maximise benefits and savings for all public sector organisations.

There are three account management options available for you to choose from.

#### Account management options

Level 1: Customer service team

Level 2: Dedicated account team, located at the Suppliers offices

Level 3: Dedicated staff, located on your site

Please refer to Annex 1 of this guidance document for a summary of services offered for each of the account management options, for full details please refer to Framework Schedule 1 Specification.

**This is the only lot where you can access the service for Command & House Papers.**

(See section 6.4 of this guidance document for further information)

## Lot 2: A Multi Supplier Lot - Further competition only

The following Suppliers have been awarded a place on the Framework:

- Allied Publicity Services (Manchester) Limited
- Corporate Document Services Ltd
- Cubiquity Limited
- Harlow Printing Limited
- PSL Print Management Ltd
- Williams Lea Limited

Contact details of all live suppliers can be found on the CCS website.

**Please note:** Only suppliers with the necessary up to date accreditations will be listed on the CCS Website.

Lot 2 provides access to the full range of print management services. Not all Lot 2 suppliers will be able to offer secure print services.

Due to the specialist nature of secure print services and secure print items (Section 8.9 of the Framework Schedule 1 Specification) it was not mandatory that all Lot 2 suppliers had to be able to provide this service.

### Account management

The framework specification includes a minimum level of account management level 1. Please refer to Annex 1 of this guidance document for a summary of services offered for account management level 1; for full details please refer to Framework Specification 1 Specification.

If you require an enhanced account management service, this should be specified by you as part of your specification as part of the call-off process.

## 4. Framework agreement scope

This agreement provides you with access to Suppliers who can wholly manage your print requirements by providing a fully managed end to end print management service.

You can further define your requirements as part of the call-off process, the agreement is fully flexible and you can choose to use one or more of the services offered.

The agreement is designed to meet the needs of all complex print service requirements or where you require the support of a print management service, print needs are fully managed on your behalf.

### 4.1 Print services

- An account management service providing access to a customer service team able to offer print expertise and the latest market knowledge to you to deliver best value for money including supply chain sourcing and management as well as defining the best solution to meet your requirements. Orders can be placed via web, e-mail or phone.
- Print can be provided in bulk if required and in a variety of formats (including accessible print) and onto a wide range of materials including for example board, metal, and plastics.
- All operational print items such as leaflets, flyers, magazines and promotional materials.
- Full range of production services associated with print needs including pre-production, finishing and digital asset management services.
- Transactional print services which includes direct mailing with personalised data and database management.
- Print stock management and distribution.
- Specialist printing services including for example secure print and Election print services.
- Production of official papers for government organisations (Command and House Paper Service) for papers that are required to be laid before parliament such as annual accounts and reports.

### 4.2 Associated services

- You can also access associated services along with your print needs including scanning and microfiche services, secure shredding and media duplication.

### 4.3 Complimentary agreement - Print Marketplace

Where you do not need to use the service support of a print management supplier and require access to a competitive, compliant and simple way to purchase print, you could use the CCS complimentary agreement [Print Marketplace](#).

## 5. Pricing

You can request copies of the pricing schedules by contacting us via our [customer service team](#) who will be able to supply you with the framework prices. Please let us know which lot you are interested in and a brief scope of the services you require.

### 5.1 Print services charges

Print services charges that you will pay are made up of two elements:

#### **Element 1: Print production**

This covers the component parts required to produce the goods or services this is likely to include, but is not limited to:

- Pre-production services (e.g. art working, design and project management)
- Print production
- Paper/raw materials
- Storage and fulfilment service (e.g. ordering, storage and pick and pack)

Due to the bespoke nature of print requirements it is not possible to cater for all your print requirements in a fully defined rate card. However, there are a range of rate cards within the framework to fix rates for core services and papers which are commonly used across the public sector. **These framework rates are the maximum prices suppliers can charge you.**

#### **For Command and House Paper Services (C&HP) Only**

#### **Element 1: Command and House service**

Prices shall include for:

- The selected C&HP service option (there are six (6) options available and only 1 of the options available will be charged)

Plus costs to produce the goods which may include:

- Pre-production services (e.g. art working, design and project management)
- Print production
- Paper/raw materials

**Element 2: Account management service fee**  
**Applies to all services (including C&HP services)**

This is the fee applied by the Supplier, to the total print production costs, for managing your print requirements and covers the Supplier's overheads, service support and profit.

The service options available are:

- Level 1 Customer Service team
- Level 2 Bespoke Account management team (Suppliers Premises)
- Level 3 Bespoke Account management team (Buyers Premises)

A summary of the services is contained in Annex A of this guidance document.

For full details refer to Framework Schedule 1 (Specification) section 4.

**Note:** Postal charges do not attract an account management fee and are a pass through cost to you.

## 5.2 How will your print service charges be calculated?

You should provide details of your requirements as part of the call-off procedure (and engagement sessions). The Supplier can then respond with a transparent price proposal based on the best available rates in accordance with the framework model.

**Your own rate cards:** You can ask the supplier to provide you with set rate cards for your specific print requirements and agree how often these should be refreshed.

**Framework prices:** Where available, can be used to calculate print services charges

**Quotations:** You can ask the supplier to provide you with a quote where for example the item is not in your rate card or it's a non-standard or bespoke requirement.

## 6. How to buy through this framework

### 6.1 Pre engagement

We recommend that you undertake pre engagement with the Framework Suppliers to let them know of the opportunity. Pre engagement can also provide you with further information on the types of solutions available before you commence your formal process.

This process may also inform of which lot you wish to use.

### 6.2 Award procedures available

There are two types of award procedure available to you:

- 1: Direct award - Lot 1 only.
- 2: Further competition - Lot 2. You can award a contract following a further competition process only.

### 6.3 Direct award (Lot 1 only)

Engage with the Lot 1 Supplier directly. This can be as early in the process as you wish.

- You can share your requirements in draft form if you wish, including your draft order form and schedules.
- It may be that if your requirement is complex and that an iterative process, between you and the Supplier, where steps may be repeated to allow full understanding of your requirements and feedback on solutions is the best approach.
- Allow the Supplier time to undertake their discovery process to make sure they fully understand what you need.

Outlined below are the steps that will need to be covered.

#### 6.3.1 Step 1 - determine what you need

- Review Framework Schedule 6 (Order Form Template and Call-Off Schedules)
- Develop a statement of requirements (Specification) of what print services you require the supplier to deliver
- Include any transition requirements (for example stock holding)

- Consider the account management level that would best meet your requirements from the three (3) levels available
- Consider your social value priorities and ask the supplier how they will help you meet them
- Consider the call-off schedules, include the schedules that are appropriate for your requirement, start to populate them as required and if you wish discuss with the Lot 1 Supplier
- Allow the supplier sufficient time to undertake any discovery activities to ensure they understand what they need to deliver

This process can be as light touch or as in depth as necessary, depending on your requirements.

### 6.3.2 Step 2 - suppliers proposal

- Ask the Supplier to provide you with a proposal or solution in writing
- Allow sufficient time for the supplier to seek clarification from you
- Work collaboratively with them to reach the best approach

### 6.3.3 Step 3 - review suppliers proposal

- Review the suppliers response
- Make sure that the proposal meets your requirements
- Undertake any due diligence activities that you feel are required

This review can be as light touch or as in depth as necessary, depending on your requirements.

### 6.3.4 Step 4 - award the Call-off contract

- Finalise Framework Schedule 6 (Order Form Template and Call-Off Schedules)
- Include the Suppliers proposal
- Obtain approval to award in line with your own organisation's governance process
- Arrange for the call of contract to be signed by the supplier and you

## 6.4 Command and House Paper Service (C&HP)

**You can only access the Command and House paper service through Lot 1 of the framework agreement.**

We recognise that this is a critical service and the Supplier is performing a fundamental part of the administration processes integral to how government organisations interact with Parliament.

It is essential that papers are delivered on time to Parliament, and the Lot 1 Supplier is set up to manage this process on your behalf and to ensure that the ultimate customer (Parliament) receives copies on time.

The Lot 1 Supplier will provide you with a fully end-to-end managed process, through a single call-off contract. The advantage of a single supplier managing this on your behalf is the reduction of the risk associated with using multiple contracts.

To manage the potential risk of late delivery, it is recommended particularly where your paper involves for example tight timescales, or complicated approvals that you use the Lot 1 Supplier for the entirety of your Command and House Papers requirements.

### **For Command and House Paper Services requirements for papers to be laid before 31st July 2021**

To provide continuity of service, the previous Lot 1 Supplier Allied Publicity Services (Manchester) Ltd (APS) will continue to provide the Command and House Paper Service until 31<sup>st</sup> July 2021.

If you wish to access the service please contact APS by using the following email address

[Commandandhousepublishing@theapsgroup.com](mailto:Commandandhousepublishing@theapsgroup.com)

### **For Command and House Paper Services requirements for papers to be laid after 31st July 2021**

The new Lot 1 Supplier (HH Associates Ltd) can wholly manage your Command and House Paper Service requirements providing you with end to end service, which can include all pre-production services (such as Art working, design, and editorial services) and printing services if you wish.

It is recommend that you contact HH Associates Ltd at [commandandhouse.team@hhglobal.com](mailto:commandandhouse.team@hhglobal.com) As soon as possible so that your organisation can be set up on their system

### **Core Service (only available from HH Associates Ltd)**

- A central point of contact for all stakeholders such as parliament, and The National Archives

- Knowledge of the up to date parliamentary requirements ( including parliamentary copy requirements)
- Guidance on the processes you will need to follow
- Provision of ISBN numbers and the mandatory publication furniture
- The physical delivery of papers to parliament
- Correction services

### How to order services

- Contact HH Associates Ltd at [commandandhouse.team@hhglobal.com](mailto:commandandhouse.team@hhglobal.com)  
They will guide you through the services options available so that you can decide which service option will best meet your requirements, this can be as light touch or as in depth as you require
- A C&HP Service Order Form Template (Short Form) is available to use for call off requirements after 31<sup>st</sup> July 2021

The C&HP Service Order Form Template will be available to use for call off contracts with:

- A value of up to ten thousand pounds (£10,000)
- Duration of up to twelve (12) months
- A template is included in the Documents section of the CCS website

For Command and House paper services that are outside of this criteria the standard Framework Schedule 6 (Order Form Template and Call-Off Schedules) can be used.

### Further Information

- Please refer to the C&HP frequently asked questions (FAQs) document ; included in the documents section on the CCS website
- Annex 2 of this guidance document provides further details on the available C&HP service options

## 6.5 Further Competition Process (Lot 2 only)

Framework Schedule 7 sets out the call off award procedure; the suggested approach is outlined below.

### 6.5.1 Step 1 - determine what you need

- Consider pre engagement with the Suppliers to understand what solutions and approaches are available and their capability. Make sure when undertaking pre engagement you allow all framework suppliers the same opportunity to participate.
- Develop a clear statement of requirements (specification) of what you need, which should include a draft of the order form (i.e. populated call off schedules) to fully capture your requirements.
- Include the evaluation criteria and weighting. You should include **Social Value** as part of the quality evaluation and make sure that this is proportionate to your requirements.

## 6.5.2 Step 2 - issue an invitation to bid

- Issue an invitation to tender to (ALL) of the lot 2 framework suppliers to provide a proposal for your requirements
- Make sure you allow the suppliers a reasonable period is 3-6 weeks but this is dependent on the complexity of your requirements
- Allocate a sufficient time period where bidders seek clarification of your requirements
- Issue responses to bidder's clarifications

## 6.5.3 Step 3 - bid assessment

- evaluate the responses you have received, ensuring that this is in line with your evaluation criteria

Note the Framework prices are maximum rates and framework suppliers may lower their prices during the further competition process.

### Option for an e-auction

You have the option to use an e-auction if you wish as part of the further competition process to finalise the prices from suppliers.

If you wish to use an E-Auction you will need to advise bidders as the start of the further competition process.

We provide a fully managed e-auction service, if you are interested in using this as part of your call off process please contact the print team via [CCSprintteam@crownccommercial.gov.uk](mailto:CCSprintteam@crownccommercial.gov.uk).

### 6.5.3 Step 4 - award the Call-off contract

- Finalise Framework Schedule 6 (Order Form Template and Call-Off Schedules)
- Include the Suppliers proposal
- Obtain approval to award in line with your own organisation's governance process
- Arrange for the call-off contract to be signed by yourself and the supplier

## 7. Agreement management

### 7.1 Framework agreement

We will manage the performance of the framework agreement by undertaking regular reviews with the suppliers, this will include:

- Monitoring framework performance indicators
  - Adherence to prompt payment
  - Safe, secure and diverse supply chains
  - Customer satisfaction
  - Continuous improvement
- Identifying opportunities for value for money and continuous improvement
- Making sure the supplier leverages spend to the benefit of all government organisations

### 7.2 Call-off contracts

Call-off contracts should be managed by you in accordance with your specific service level agreements and performance indicators; which should be tailored to your call-off contract.

The maximum term of the call off contract should be four (4) years. This can consist of 4 years or an initial term with an option to extend up to a maximum of 4 years in total (for example 2 + 1 + 1).

CCS provides support and can act as an escalation point if required.

# Annex 1 Buyer Account Management Service Options

Service Description	Level 1 Customer Service Team	Level 2 Bespoke Account management team on the Suppliers premises	Level 3 Bespoke Account management team on Buyers premises
Access to a Customer Service team	✓	✓	✓
Staffed Helpline	✓	✓	✓
Access to Supplier expertise, know-how and guidance as and when required	✓	✓	✓
Management of the supply chain including all quotes and orders, and customer complaints and queries	✓	✓	✓
Place orders via email, phone or online catalogue	✓	✓	✓
Dedicated resource, wholly fulfils the role of print Buyer for the Buyer organisation		✓	✓
Any changes of staff personnel agreed with each Buyer		✓	✓
Resource embedded in the Buyers organisation and located at the Buyers premises			✓

## Annex 2 Command and House Papers Service Options

C&HP Service Option		Summary
1	Core Services only	Buyer provides the Supplier with information about the Paper for the Supplier to provide Publication Furniture to the Buyer. Where the Supplier knows that Parliament does not require print Copies.
2	Core Services and Pre-production	Buyer provides the Supplier with the Paper's Content for the Supplier to provide Pre-production services for non-print formats (e.g. Print PDF, Web PDF, html or alternative formats etc.) as required by the Buyer Where the Supplier shall check if Parliament requires print Copies.
3	Core Services, Pre-production and print Copies	Buyer provides the Supplier with the Paper's Content for the Supplier to provide Pre-production services for non-print formats (e.g. Print PDF, Web PDF, html or alternative formats etc.) and print Copies as required by the Buyer. Where the Supplier shall check if Parliament requires print Copies.
4	Core Services and print Copies	Buyer provides the Supplier with the Paper's Print PDF to use to produce print Copies as required by the Buyer. Where the Supplier shall check if Parliament requires print Copies.
5	Core Services and Supplier receipt of Buyer's print PDF	Buyer provides the Supplier with the Paper's Print PDF for the Supplier to produce print Copies for Parliament (but not for the producing Buyer). Where the Supplier knows that Parliament requires print Copies.
6	Core Services and Supplier receipt of Buyer's print Copies	Buyer provides the Supplier with print Copies of the Paper for the Supplier to forward to Parliament. Where the Supplier knows that Parliament requires print Copies.

## Further information

If you require any further information please contact

[info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)

0345 410 222

You can also learn more about Crown Commercial Service at:

Website:  
[crowncommercial.gov.uk](https://crowncommercial.gov.uk)

Twitter:  
[@gov\\_procurement](https://twitter.com/gov_procurement)

LinkedIn:  
[Crown Commercial Service](https://www.linkedin.com/company/crown-commercial-service)