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Scottish Procurement

Procedures to call-off from the Scottish Procurement Framework Agreement for Print and Associated Services Lot 4 Special Label Print Services

Reference : SP-13-015

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1. What is covered under the Print and Associated Services Framework Agreement?

This framework agreement is for the supply of print and associated services - Lot 4 special label print services. There are two contractors appointed to the framework. The framework commenced on 1 April 2015 for a period of two years with an option to extend for a further two years.

2. What is a framework agreement?

A framework agreement is a mechanism that permits purchasers to order goods or services under the terms and conditions specified within the framework agreement.

3. Who can access the framework?

This framework agreement has been let by Scottish Ministers (including agencies), Scottish Non-Departmental Public Bodies, offices in the Scottish administration which are not ministerial offices, cross- border public authorities within the meaning of section 88(5) of the Scotland Act 1998, the Scotland Office, the Scottish Parliamentary Corporate Body, councils constituted under section 2 of the Local Government etc. (Scotland) Act 1994, the Scottish Fire & Rescue Service, the Scottish Police Authority, Scottish health boards or special health boards, bodies registered as social landlords under the Housing (Scotland) Act 2001, Student Loans Company Limited, the Forestry Commission, the Commissioner of Northern Lighthouse operating as the Northern Lighthouse Board, Equality and Human Rights Commission, Business Stream Ltd, the Business Gateway National Unit at the Convention of Scottish Local Authorities, any public body established by or under the Scotland Act 1998 or any Act of the Scottish Parliament, any association of or formed by one or more of the foregoing, bodies financed wholly or mainly by one or more of the foregoing, bodies subject to management supervision by one or more of the foregoing and bodies more than half of the board of directors or members of which, or, in the case of a group of individuals, more than half of those individuals, being appointed by one or more of the foregoing. In addition to the contracting authorities listed, the framework agreement will be available to charities entered on the Scottish Charity Register and voluntary organisations entered on the Membership Database of the Scottish Council for Voluntary Organisations.

4. Is the framework suitable for your needs?

The answer is likely to be yes if the requirement is for special label print services.

5. Key objectives of the framework agreement

The key objectives of this framework agreement are to:

- consistently deliver a service to excellent quality standards;
- deliver a value for money service;

- meet a wide range of customer requirements in a secure, open and honest manner;
- meet deadlines required by the framework public body; and
- continuous improvement throughout the term of the framework agreement.

The contractor shall be required to deliver the full scope of the services listed below:

Production management

The contractor shall provide a production management service, offering advice and assistance regarding the most cost effective method of delivering a job to meet the required purpose.

Print production

The contractor shall be able to provide as a minimum the following items in varying volumes:

- plain label with vertical face slits;
- pre-printed label with horizontal and vertical face slits;
- pre-printed label – numbering across the web;
- plain label;
- labels with tamper evidence.

The contractor shall provide, as a minimum, the paper below, in such volumes and timescales as requested by the framework public body:

- plain label;
- pre-printed label with horizontal and vertical face slits;
- pre-printed label – numbering across the web;
- plain label.

The contractor shall provide, as a minimum, additional processes as detailed below:

- production of labels with glue to withstand - 40 degrees celsius;
- production of labels with a waterproof property, both pre-printed and blank for onsite printing;
- production of labels complying to ISO 10993-17:2002 (or equivalent);
- production of labels with barcodes complying with International Society of Blood Transfusion (ISBT) 128.

The contractor provides printed bar codes which meet the standards stipulated by the International Council for Commonality in Blood Banking Automation (ICCBBA). and works to the standards for medical labels in accordance with the ICCBBA and Medicines and Healthcare Products Regulatory Agency (MHRA).

Print requirements shall include finishing, storage, stock call off arrangements and distribution.

Other services include:

Stock holding

The contractor shall be able to provide a stock holding and stock call off facility for all finished goods. The cost for stock holding, where required, shall be included in the total cost of the print job.

Fulfilment and distribution services

The contractor shall hold, update and make available on request standard distribution lists used by the framework public bodies. These lists shall be used to distribute, on demand, printed materials produced and shall be available to the framework public bodies at all times. The contractor shall prepare documents for distribution, copying, addressing, labelling, packaging and placing in external and internal transit envelopes as necessary to meet the requirements of the framework public bodies.

6. Participation in the framework agreement

Framework public bodies must agree in writing to operate the framework in accordance with the procedures set out within this document. This takes the form of the framework public body participation form. This form is required to be completed by each framework public body and lodged with Scottish Procurement at the address noted on the document. It governs all future call offs by the framework public bodies. Please note that a framework public body will be unable to access the framework without completing the form. On receipt of the signed participation form, Scottish Procurement will make the pricing schedules available to framework public bodies.

[This form is available on the Scottish Procurement website.](#)

7. Process for call off from the Print and Associated Services framework agreement

FRAMEWORK PUBLIC BODY ORDERING PROCEDURES

Framework public bodies sourcing their service requirements through this framework agreement must award their service requirements in accordance with the procedure set out in framework schedule 3 of the entire agreement document (ordering procedures).

Framework public bodies are advised to complete and sign off one copy of schedule 5 for each contractor on Lot 4 and apply a unique reference number for each contractor's schedule 5 document. The framework public body should refer to the appropriate contractor's reference number when awarding services under the framework.

A copy of the framework terms and conditions, including schedules 1 (specification), schedule 2 (price), schedule 3 (ordering procedures), schedule 4 (management

information – roles and responsibilities of contractors and framework public bodies) and schedule 5 (supply call-off terms and conditions) can be downloaded from our secure [Knowledge Hub](#) site.

Framework public bodies are reminded that schedule 2 (price) contains commercially sensitive information which must not be disclosed to any party out with your organisation without prior approval from Scottish Procurement.

An example order form is attached at Annex A of this guidance document. Framework public bodies can this form or create their own.

MINI COMPETITION PROCEDURE

Framework public bodies may wish to consider using the [Public Contracts Scotland](#) quick quote system to conduct mini competitions. Details can be found at the attached link:

The framework public bodies shall:

- invite tenders, from the contractors appointed to the framework Lot 4, by conducting a mini competition for its service requirements in accordance with the conditions herein, and:
- consult in writing with the framework contractors appointed to the framework Lot 4 and invite them, within a specified time limit, to submit a mini competition tender in writing for each order to be awarded.
- set weightings for the award criteria in the mini competition invitation to tender against the following:

Technical criteria (xx% weighting shall be set by framework public bodies at mini competition)

- service delivery

Proposal to demonstrate how the services will be delivered, with particular emphasis on quality, delivery timescales and customer satisfaction.

Framework public bodies are reminded that the delivery of high quality public services is critically dependent on a workforce that is well motivated, well led and has appropriate opportunities for training and skills development. These factors are also important for workforce recruitment and retention, and thus continuity of service. The Scottish Government itself has adopted workforce policies to meet these requirements. These policies include:

- a pay policy that includes a commitment to supporting the living wage for the duration of this parliament;
- clear managerial responsibility to nurture talent and help individuals fulfil their potential;
- a strong commitment to modern apprenticeships;

- support for learning and development;
- no inappropriate use of zero hours contracts;
- flexible working;
- flexi-time; and
- career breaks.

In order to ensure the highest standards of service quality in this contract, you may therefore wish to include criteria to be able to assess a positive approach, from the service providers, to workforce related matters as part of a fair and equitable employment and reward package.

Framework Sustainable Benefits

As part of the framework agreement, the suppliers have committed to the following environmental, social and fair work benefits:

- a proactive approach to sustainable consumption and the efficient use of resources; consideration given to social and environmental consequences
- ethically sourced products in the provision of the required products and services during the period of the framework
- reporting of community benefit measures and achievements such as targeted recruitment and training, skills development, employment, apprenticeships, etc.

Customers may wish, on a proportionate basis, to consider sustainability issues as part of the /mini competition process, where appropriate.

A link to the [Scottish Procurement Policy Note](#) is provided below to assist you in considering the relevance of this criteria to your requirement:

Commercial criteria (xx% weighting shall be set by framework public bodies at mini competition)

- pricing - total tender cost ex VAT.

The evaluation criteria allows for flexibility regarding the composition of percentage weightings allocated against each of the criteria shown above. The mini competition should be conducted on the basis of the criteria listed above and on the same, or if necessary, more precisely formulated terms. Where a framework public body would like to introduce additional terms, for example, account management or sustainable benefits, full details must be provided in the invitation to tender document.

Set a time limit for the receipt of the mini competition tenders which takes into account factors such as the complexity of the subject matter of the order and the time needed to submit tenders.

Keep each mini competition tender confidential until the expiry of the time limit for the receipt by it of mini competition tenders.

Apply the award criteria and weightings to the framework contractors' compliant tenders submitted through the mini competition as the basis of its decision to award an order for its services requirements.

On the basis set out above, award its services requirements by placing an order with the successful framework contractor in accordance with the following:

- states the services requirements;
- states the specification;
- states the charges payable for the services requirements in accordance with the tender submitted by the successful framework contractor; and
- incorporates the call-off terms applicable to the services.

Provide the unsuccessful framework contractor with feedback in relation to the reasons why their tender was unsuccessful. The substance and form of the feedback given to unsuccessful bidder in the mini competition will be at the framework public body's discretion.

Buyers are reminded of the obligations contained in the [Procurement Reform \(Scotland\) Act 2014](#) in relation to the award of contracts valued equal to or greater than £50,000 including those awarded as a result of a framework call-off/mini competition.

In particular, buyers should note that in accordance with [Section 23\(2\)](#) the award of contracts must be publicised on the Public Contracts Scotland website and in accordance with [Section 35](#) contracts must be registered in the contracting authority's "contracts register".

8. Contact details - Scottish Procurement

For further information on the framework please contact:

Neil MacTavish
Scottish Procurement
Senior Portfolio Specialist
Phone: 0141 242 5589
Email: neil.mactavish@gov.scot

Martin Mooney
Scottish Procurement
Portfolio Specialist
Phone: 0131 244 4437
Email: martin.mooney@gov.scot

9. Contact details contractors:

Stephen Henry Sciamed Ltd	Lynn Fergusson Streamline Corporate
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Mart Road Alford Aberdeenshire AB33 8BZ Email: stephen.henry@sciamed.co.uk Telephone: 01975 564 111	7 Queen Anne Drive Edinburgh EH28 8LH Email: lfergusson@streamlinecorporate.com Telephone: 0131 333 2222
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EXAMPLE TEMPLATE FOR INFORMATION ONLY

LOT 4 CALL OFF ORDER FORM

PART A – FOR COMPLETION BY FRAMEWORK PUBLIC BODY

Framework Public Body	
Contract Manager and address for Notices	Name: Address: Phone: Email:
Invoice Address (if different)	
Order Number	
Order Date	To be quoted on all correspondence relating to this order form:

REQUIREMENTS
Commencement date:
Details of print and associated service required: As per attached Specification.
Date(s) and time(s) for supply print and associated services (and any alternative working hours):
Invoicing frequency:
Disclosure Scotland requirements (if basic, standard or enhanced disclosure is required):
Other security requirements (for example, security standards) (optional):
Milestones (including dates for completion) (optional):
Service levels (refinement of framework agreement service levels) (optional – only complete if you require additional service levels out with schedule 1, Annex A of the framework agreement):
Additional information for monthly reports (optional, if required):
Completion date:

The call-off contract shall be awarded in accordance with this order form and the framework terms and conditions for print and associated services, reference SP-13-0015.

For and on behalf of the framework public body:

Name and Title	
Signature	
Date	

PART B – FOR COMPLETION BY CONTRACTOR

Contractor	
Contract Manager and address for Notices	Name: Address: Phone: Fax: Email:

Contractor's response
Contractor's response to the specification: As per attached contractor response.
Confirm price:
Confirm commencement date:
List sub-contractors:
List key personnel:

The contractor's response is appended.

For and on behalf of the contractor:

Name and Title	
Signature	
Date	