



## **Scottish Procurement**

# **Procedures to call-off from the Scottish Procurement Framework Agreement for Print and Associated Services (2019) Lot 3 – Special Labels**

**Reference : SP-18-001**

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## **1. What is covered under the Print and Associated Services (2019) Framework Agreement?**

This framework agreement is for the supply of Print and Associated Services (2019) - Lot 3 (Special Labels). There are **three** contractors appointed to the framework. The framework commenced on 1 April 2019 for a period of two years with an option to extend for a further two years until 31 March 2023, unless it is terminated earlier.

## **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?**

Framework Agreement will be available for use by the 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, Scottish Fire and Rescue Service, the Scottish Police Authority, Scottish health boards or special health boards, all NHS Scotland, The Integrated Joint Boards established further to the Public Bodies (Joint Working) Act 2014, 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, further or higher education institutions being fundable bodies within the meaning of section 6 of the Further and Higher Education (Scotland) Act 2005, 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.

## **Further Information**

- [Scottish Public Bodies](#)
- [Scottish Non-Departmental Public Bodies](#)
- [Review of Public Procurement in Scotland](#)
- [Centres of Expertise](#)

#### **4. Is the framework suitable for your needs?**

The answer is likely to be yes if the requirement is for special labels.

#### **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 bodies
- continuous improvement throughout the term of the framework agreement
- provide a flexible service in response to the changing requirements of the framework public bodies

The contractor shall be required to provide a range of services in relation to special label print services. NHS Boards will order on an ad-hoc basis as and when a requirement arises or may award a call off contract to a contractor for all or certain elements of their organisation's print requirement, for a period/duration. For duration call-off contracts, NHS Boards are required to use the contract exclusively for the scope of their requirement.

The contractor shall be required to deliver the full scope of the services listed herein whether that be via an in-house capability or by means of sub-contracting. The contractor shall propose the best value for money solution for all print requirements.

The specification is performance/output based and as such focuses on the function of the goods and services required.

The specification is built around a description of what the requirement is rather than a description of how it should be delivered and welcomes innovation in the market place, thereby, allowing and encouraging the contractor to propose modern, sustainable solutions throughout the term of the framework agreement.

#### **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 must 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 must be able to 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 must be able to 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 must provide printed bar codes which meet the standards stipulated by the ICCBBA.

The contractor must work 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.

### **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 NHS Boards. These lists shall be used to distribute, on demand, printed materials produced and shall be available to the NHS Boards 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 NHS Boards. The output must be delivered by the contractor to the framework public body's nominated address(es), adhering strictly to any restrictions or special security measures which are advised to the contractor by the framework public body.

The contractor must prioritise the supply of orders appropriately.

The contractor shall be advised on a job-by-job basis which lists are to be used for distribution purposes. The contractor shall also be notified of any additional addressee details for specific projects. For each job, the framework public body shall notify the contractor of the number of copies to be sent to each addressee where this is more than one copy otherwise the contractor shall assume that one copy only per addressee is to be sent.

## **6. Process for call off from the Print and Associated Services (2019) framework agreement**

### **FRAMEWORK PUBLIC BODIES 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 3 and apply a unique reference number for each contractor's schedule 5 document. The framework public bodies 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 the [Knowledge Hub](#).

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.

If a framework public bodies can determine that:

- its service requirements are sufficiently defined in the framework contractor's matrix of services

- all of the terms of the proposed contract are laid down in this framework agreement and the call-off terms do not require amendment or any supplementary terms and conditions

Framework public bodies shall conduct a mini competition in accordance with the procedures set out in “**MINI COMPETITION PROCEDURE**” outlined below.

Any framework public bodies ordering services under this framework agreement shall include:

- a clear specification for your service requirements
- a request for a proposal and quotation, or alternatively state the price payable for the service requirements in accordance with the framework prices where applicable
- incorporate the call-off terms and conditions (schedule 5)
- document the award procedures on file

### **MINI COMPETITION PROCEDURE**

Framework public bodies may wish to consider using the [Public Contracts Scotland](#) Quick Quote system to conduct mini competitions.

The framework public bodies shall:

- consult in writing with all the framework contractors appointed to the framework lot 3 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.

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

- **Pricing**

Total tender cost ex VAT.

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

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

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 bodies 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 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
- incorporates the call-off terms applicable to the services.

Provide unsuccessful framework contractors with feedback in relation to the reasons why their tenders were unsuccessful. The substance and form of the feedback given to unsuccessful bidders in the mini competition will be at the framework public bodies 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".**

**Your attention is also drawn to the requirement to provide feedback in accordance with [Section 32](#) and [Section 33](#).**

## **7. [Scottish Procurement contact details](#)**

For further information on the framework please contact:

Neil MacTavish  
Scottish Procurement  
Senior Portfolio Specialist  
Email: [neil.mactavish@gov.scot](mailto:neil.mactavish@gov.scot)  
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Martin Mooney  
Scottish Procurement  
Portfolio Specialist  
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Phone: 0131 244 4437

**8. Contractors contact details**

David Bickerstaffe  
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Unit 13 Smallbridge Business Park  
Rochdale  
Lancashire  
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**EXAMPLE TEMPLATE FOR INFORMATION ONLY**

**LOT 3 (SPECIAL LABELS) - CALL OFF ORDER FORM**

**PART A – FOR COMPLETION BY FRAMEWORK PUBLIC BODIES**

<b>Framework public bodies</b>	
<b>Contract manager and address for notices</b>	Name: Address: Phone: Email:
<b>Invoice address (if different)</b>	
<b>Order number</b>	XXXXX  To be quoted on all correspondence relating to this order form:
<b>Order date</b>	

<b>REQUIREMENTS</b>
Commencement date:
Details of print and associated service (2019) required:  <b>As per attached specification.</b>
Date(s) and time(s) for supply print and associated services (2019) (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):

Print and Associated Services (2019)  
Lot 3 (Special Labels) Framework Agreement –  
Procedures to call-off from the Framework

Additional information for monthly reports (optional, if required):

Completion date:

The all-off contract shall be awarded in accordance with this order form and the Standard Terms of Supply (schedule 5) to the framework for print and associated services (2019), reference number **SP-18-001**

**For and on behalf of the framework public bodies:**

Name and title	
Signature	
Date	

**PART B – FOR COMPLETION BY CONTRACTOR**

<b>Contractor</b>	
<b>Contract manager and address for notices</b>	Name: Address: Phone: Fax: Email:

<b>Contractor's response</b>
Contractor's response to the specification:  <b>As per attached contractor response.</b>
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	