

Scottish Procurement –
National Collaborative Procurement Division

Procedures to call-off from the Scottish
Procurement Framework Agreement for Print
and Associated Services (2023)
Lot 1 – Litho / Digital / Web Print Services

Reference: SP-22-006

Version 2 – March 2024

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1. What is covered under the Print and Associated Services (2023) Framework Agreement

This framework agreement is for the supply of print and associated services (2023) - Lot 1 (litho / digital / web print services). There are twelve (**12**) contractors appointed to the framework. The framework commenced on 1 May 2023 and will run for a period of four years until 30 April 2027, 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

The 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 Office for the Secretary of State for Scotland, the Scottish Parliamentary Corporate Body, councils constituted under section 2 of the Local Government etc. (Scotland) Act 1994, , bodies registered as social landlords under the Housing (Scotland) Act 2001, Scottish health boards or special health boards, Student Loans Company Limited, the Commissioner of Northern Lighthouse operating as the Northern Lighthouse Board, Scottish Futures Trust, 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

Information about agencies of the Scottish Ministers, Scottish Non-Departmental Public Bodies and offices in the Scottish Administration which are not ministerial offices are listed on the [national public bodies directory](#).

An overview of the [governance](#) structure of [public procurement](#) for Scotland, including the [Public Procurement Group](#) is available.

The framework is suitable for litho / digital / web print services.

4. 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 deliver a range of services such as, brochures, flyers, postcards, burst bound books, posters, business stationery, reports, forms and pads. The scope of services covered under the framework are listed below, but not limited to:

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 and specification taking into account environmental aspects.

Print production

The contractor shall be required to deliver the following, in varying volumes:

- No Carbon Required (NCR) pad sets
- pads that may be bound with card covers
- forms
- reports
- brochures
- publications
- prospectuses
- leaflets
- flyers
- z-fold, concertine and roll-fold cards
- pamphlets
- newsletters
- annual reports
- corporate plans
- questionnaires
- certificates
- business cards
- envelopes
- tickets
- postcards
- environmentally friendly plastic cards
- broadsheets / maps
- posters

- business stationary
- print packaging
- small mailings and occasional fulfilment requirement
- printed casenote folders
- other services as required by the framework public body

Print finishing services

In addition to print services, the contractor shall be required to deliver a full range of finishing services set out as below:

- binding including perfect binding
- burst binding
- saddle stitching
- wire and comb stitching
- wire o binding
- drilling
- die cutting
- folding
- varnishing
- laminating (including dry-wipe and antibacterial laminate)
- trimming
- creasing
- collation
- indexing
- perforation
- numbering
- hand finishing
- hand collating
- gluing
- padding
- heat sealing
- foiling

- embossing
- debossing
- spot uv
- other services as required by the framework public body

Binders and wallets

The Contractor shall be able to supply a range of standard and bespoke sized and designed binders, wallets and folders in a range of material including but not limited to papers, boards, PVC and plastics; where applicable, materials should be from recycled content and fully recyclable.

The Contractor shall be able to offer printing services including any separators to be inserted into the binders, wallets and folders on a range of substrates including paper, boards and plastics. The Contractor shall be able to source any printed items for insertion into final binders, wallets and folders including the collation of these into the folders, binders and wallets.

Paper over board products

The Contractor shall produce paper overboard products as required and produce ring binder slips cases, point of sale and packaging on an ad hoc basis.

Stock holding / storing / distribution

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. Facilities to store print for Framework Public Body call off / distribution may be required.

Online services

The Contractor shall be able to provide an online upload File Transfer Protocol (FTP) or Drop box facility for artwork files during each Working Day (of which it is anticipated that FPB's would be provided access to this facility as required). In addition, the contractor shall provide a facility for print ready artwork files for each project and typesetting (as required).

Proofing

The Contractor shall provide a proofing service that includes, but is not limited to:

- high resolution digital proofs PDF or printed - calibrated to printing press
- low resolution digital proofs PDF or printed - content proofs, plotter proofs, inkjet proofs, scatter proof
- wet proofs
- a facility to press check (where requested)
- provide fully made up 'book' proofs
- high resolution digital proofs PDF or printed – Digital and Cromalin proofs produced on pantone calibrated printers
- wet proofing service (produced on either litho or digital print presses using the exact stock paper to be used for finished product)
- press pass proofing – usually for high profile and volume based jobs
- on-line proofing - including but not limited to the marking up and document tracking process of alterations made. please note that some framework public bodies may exceptionally send artwork via other methods which should be accommodated

Proofing

The Contractor shall provide a proofing service that includes, but is not limited to:

- high resolution PDF proofs

- low resolution PDF proofs
- high resolution hard copies digital proofs which are calibrated to printing press
- low resolution hard copies digital proofs - content proof, plotter proof, inkjet proof, scatter proof
- wet proofs – produced on either litho or digital printing presses, using the exact stock paper which will be used for the finished product (including foiling / embossing / die-cutting)
- fully made up ‘book’ proofs
- press pass proofing – usually for high profile and high volume based jobs
- on-line proofing - including but not limited to the marking up and document tracking process of alterations made. Please note that some Framework Public Bodies may exceptionally send artwork via other methods which should be accommodated

Where errors appear in the printed matter, the Contractor will immediately discuss with Framework Public Bodies to agree the reparative action that will be taken and determine if corrections should be made.

The Contractor must be able to provide thorough proof checking assuring an error free process. No charges will be made unless the errors can be fairly attributed to the Framework Public Body.

Pre-press Services

The Contractor shall provide a full range of prepress services including but not limited to plate making. When undertaking the platemaking process The Contractor should consider what measures are in place to eliminate or reduce chemical usage and actively work towards minimising waste. The Contractor must also have the ability to accept PDFs and native files created in commonly used software packages.

Pre-flight processes shall be integrated within the workflow to ensure that potential output errors within PDFs and native files are identified immediately and appropriate

remedial actions implemented. For PDF workflows the Contractor should provide custom pre-sets or specify the preferred standard press pre-set required.

Demonstrable methods shall be in place to ensure implementation of accurate International Colour Consortium (ICC) profiles to deliver colour accuracy and consistency using coated and uncoated paper stocks.

Upon request, the Contractor shall be able to provide Framework Public Bodies with an editable copy of the final print file; this may be as a PDF or in the native file format.

Sourcing Raw Materials

The Contractor shall source all raw materials required for the printing and finishing process including but not limited to paper and board stocks. The Contractor shall be able to offer a range of papers in recycled, virgin and appropriately accredited stocks. If requested by a Framework Public Body, the Contractor must be able to supply paper which meets the [Government Buying Standards](#).

The Contractor should also demonstrate use of vegetable-based inks and the measures in place to eliminate or neutralise chemical usage and waste of such chemically based consumables used. The Contractor shall make every effort to ensure that all materials being sourced (where applicable) should be fully recyclable at end of life.

Setting

The Contractor shall be able to provide typesetting services, if required. This would typically involve working from digital or hard copy files supplied - which could include straight text, material to be output as graphs or charts, images and logos and formatting these appropriately, proofing, correcting and creating print ready files. Some material may require to be input or rekeyed. These files shall belong to the Framework Public Body.

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. 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. Packaging should be kept to a minimum and should be made of recycled content as well as being recyclable. Wherever possible alternatives to plastic packaging should be sought. Adhesives should be non-toxic where possible and gum tape rather than plastic tape should be used.

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.

Reprographics Services

The Contractor shall provide a Reprographic Service which will include, but not be limited to:

- high volume copying
- reduction/enlargement

- copying onto coloured paper
- copying onto headed paper
- copying onto white or coloured card/board
- copying of photographic output and
- finishing of all kinds, including collating, folding, wire stitching, comb binding, wire binding, thermo binding, and drilling and other types of finishing where required

6. Process for call off from the Print and Associated Services (2023) 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 1 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 use this form or create their own.

If a framework public body 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

If below £3,000 then framework public bodies may place an order in accordance with the direct ordering procedure set out in "[direct ordering without a further competition](#)" outlined below.

Where the framework public bodies service requirements are not sufficiently defined in the terms of this framework agreement, then framework public bodies shall conduct a mini competition in accordance with the procedures set out in "[mini competition procedure](#)" outlined below or place an order in accordance with the thresholds.

Thresholds

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

Where the value of the framework public bodies service requirement is **below £3,000**, then the framework public bodies shall:

- invite one contractor from the framework Lot 1 to submit a proposal; or conduct a mini-competition and
- document the selection and award procedures on file

Where the value of the framework public bodies service requirement is **£3,000 and over, the framework public bodies must conduct a mini competition and invite all of the framework contractors on Lot 1** to submit a tender in accordance with the procedures laid down in paragraph 4 below and make an award to one.

The authority reserves the right to review the thresholds within a period of six months following framework award, and thereafter as deemed necessary by the authority.

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 1 and invite them, within a specified time limit, to submit a mini-competition tender in writing
- consult in writing with all the framework contractors appointed to the framework Lot 1 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 Apprenticeships
- support for learning and development
- no inappropriate use of zero hours contracts
- flexible working
- flexitime
- 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 allow 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 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
- 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

National Collaborative Procurement Division Senior Portfolio Specialist

Email: neil.mactavish@gov.scot

Marta Sito

National Collaborative Procurement Division Portfolio Specialist

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8. Contractors contact details

Michael Crichton
Barr Printers Ltd
16 Dunsinane Avenue
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Scotland
DD2 3QT
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Annex A

EXAMPLE TEMPLATE FOR INFORMATION ONLY

LOT 1 (LITHO / DIGITAL / WEB PRINTING SERVICES) - CALL OFF ORDER FORM

PART A – FOR COMPLETION BY FRAMEWORK PUBLIC BODIES

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

REQUIREMENTS
Commencement date:
Details of print and associated service (2023) required: As per attached specification.
Date(s) and time(s) for supply print and associated services (2023) (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 Standard Terms of Supply (schedule 5) to the framework for print and associated services (2023), reference number **SP-22-006**

For and on behalf of the framework public bodies:

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	