

## Case Study 5

### Efficiency in Print – Cambridgeshire’s Print Framework Contract

In 2003/04 over 800 council staff were using in excess of 200 different printer providers, were commissioning printing for the Council. It was clearly identified that there was an inconsistency in the quality of some publications being produced. In addition, the expenditure was well in excess of £1m per annum and the procurement was non-compliant with EU Procurement Legislation & our own Contract Regulations.



In letting the print framework contract, full consultation was undertaken with all Directorates, and representatives were invited to participate as members of the Project Team to help create a contract that would:

- Streamline expenditure and reduce the number of approved printers.
- Ensure that improved levels of service were achieved with increased quality of print at no additional cost.
- Implement a standardised “request for quotation” process and ensure a reasonable level of Contract Management was undertaken.
- Increase the use of the e-Business Suite, especially the purchasing module.

In addition to all of the above, to reduce the overall cost to the Council of procuring print.

It was agreed that the most appropriated procurement to be followed would be the EU Restricted process (2 stage). There was a high level of interest shown by printers requesting to participate and from the initial 99 pre-qualification submissions 33 were selected to submit bids. The responses were assessed using the criteria ‘demonstrable ability to deliver the services in the specification through responses to Method Statements’, ‘price’, and ‘any proposed amendments to the contract terms’ by a team of users, resulting in 11 companies being admitted onto the Framework Contract.



For all work commissioned a “mini-competition” process is undertaken, through an online request for quotation (RFQ) form, giving all the companies the opportunity to quote for every job. The RFQ is a simple Word template document available on the Council’s Intranet, with all the printers e-mail addresses embedded, making it a user-friendly and cost-effective way to secure quotes using a one-click process,

delivering “speed through simplicity”.



This process ensures transparency as all the printers have the opportunity to bid, can see what is being procured, and can see who is the winning supplier.

This information is copied to the Strategic Procurement team to aid contract monitoring and management. In addition a copy of ALL printed matter produced by the printers is sent by the printers to the Corporate Communications – Press & PR office, enabling monitoring to be undertaken to ensure compliance with corporate standards.

### Benefits & Efficiency Gains

- The simplified e-mail process of obtaining quotations has reduced the cost in the order of £8.55 per quotation.
- The cost of procuring print for the County Council has reduced by an average of 25.61%
- The process of Contract Management has been simplified and the number of suppliers on the supplier database has been reduced.
- There has been a reduction in paper waste as only the actual numbers of copies ordered are produced and no over-runs are permitted.
- There is an identifiable increase in the quality of printed matter produced.

District Council's within Cambridgeshire are also able to make use of the Contract should they so wish, and those that have done so are showing savings in the order of 46.75%.

This contract has made life easier for those procuring print, by simplifying the process, and has enabled Council staff to make better use of the expertise available from those printers on the Framework Contract. A better working relationship has evolved with the printers who are pleased to share best practice with the Council to the benefit of all parties involved.



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