

SPECIFICATION –
University Hospitals of North Midlands NHS Trust

1 – Introduction

- 1.1 The Trust wishes to appoint a Contractor who will be the primary supplier of printed stationery to the Trust.
- 1.2 The Contract is to provide a comprehensive stock management service along with ad-hoc orders which will also be required.

2 – Objectives

- 2.1 The key objectives of the Contract are:
- To ensure that the Trust receives the maximum value for money in purchasing its printing requirement.
 - To provide a professional and efficient printing service.
 - To provide excellent levels of customer service.
 - To minimise processing costs.
 - To ensure that the maximum benefits are obtained by the utilisation of the latest technological developments in the printing industry.
 - To provide cost improvements both in terms of product and process costs with regard to the acquisition of printed material.
 - To standardise the presentation of Trust's printed material and to enhance the image of the Trust.
 - To use an IT based requisition/ordering system.

3 – Service Requirements

3.1 Stock Management System

This is for the supply of the designated 'stock' items, held, managed and administered by the Contractor. The contract will be for a full stock management of approx. 181 stock lines which will include the manufacture, storage, pick & pack, replenishment, despatch, and all relevant management information for these stock lines. The stock lines are varied print material from Prescription charts, consent forms, care plans, information booklets, and leaflets etc.

The successful bidder will be required to purchase the existing stock from the incumbent provider and must make sure that the transfer of stock does not delay ordering processes. Requirements will be ordered by individual departments using a purchase order. These will be picked and packed by the Contractor from his own stocks and delivered to the either the Royal Stoke Site (ST4 6QG), County Hospital site (ST16 3SA) or various other community

locations within the ST postcode. All deliveries will be packed separately and clearly marked for each individual ward/department.

Palletised Deliveries will be required on a Tuesday AM & Thursday AM (Royal Stoke) and Thursday AM/PM (County Hospital) with ad-hoc orders added to the deliveries accordingly but clearly identified separately.

Key elements of this service will include:

- Firm prices for individual lines.
- Agreed service level
- Consistent product quality
- Individual consignment delivery notes.
- Consolidated invoicing/individual consignment backup invoices.
- Regular management information (in a format to be agreed).
- Emergency Delivery System and escalation process
- Agreed minimum/maximum stock levels held by the Contractor.
- Quarterly stock valuation.
- A maximum three-day lead time between receipt of order by Contractor and delivery. (24 hours for emergency requirements)
- Maintenance of unique coding system for individual lines.

3.2 General Requirements

The following will apply to all of the above:

- The Contractor will provide a professional, flexible, efficient and cost-effective service with a high standard of customer service.
- All printing material will be of the highest quality commensurate with the particular requirement.
- The Contractor will offer a quality and 'visible' support service, which will include a minimum weekly visit to the Trust by the Contractor's representative to provide advice to customers and to resolve queries.
- The Contractor will work with the Trust to achieve the Contract objectives (see 2.1) and to ensure that maximum value for money is obtained.
- The Contractor will provide management information in a format and at a frequency to be agreed with the Trust.

3.3 Lead Times

Local Stock <i>Finished product delivered within:</i>	3 working days of receipt of Call Off Instruction In case of Urgent requests – 24 hours
Non Stock <i>Finished product delivered within:</i>	7 – 10 days (excluding Weekends & Bank Holidays) from receipt of Purchase Order and/or Artwork/Proofs
Proofs	Within 5 working days of receipt of Purchase Order/Artwork
	10 – 15 working days for Specialist Print proofs.

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