



| **Syndicated Panel of Suppliers for provision of** **External Print and Related Services** |
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| **Buyers Guide** |
| **A guide for eligible agencies Edition: March 2020** |

Contents

[Overview 3](#_Toc520211215)

[MSD Contact details: 3](#_Toc520211216)

[What is In Scope and Out of Scope 4](#_Toc520211217)

[Details of the In-Scope Services 5](#_Toc520211218)

[Using the Rimutaka Prison Print Shop to achieve social procurement outcomes 7](#_Toc520211219)

[How to Join 7](#_Toc520211220)

[Panel Supplier Selection Process 8](#_Toc520211221)

[Panel Supplier Details 9](#_Toc520211222)

[Appendix 1: Pre-Joining Letter 11](#_Toc520211223)

[Appendix 2: Joining Letter 12](#_Toc520211224)

[Appendix 3: Statement of Work Template 14](#_Toc520211225)

## Overview

This guide is designed to provide eligible agencies with information on the Ministry of Social Development’s syndicated contract for the provision of External Print and Related Services that includes:

* Pre-Print,
* Print,
* Storage and Logistics,
* Mail-house Services, and
* Digital Asset Management.

MSD has established a syndicated panel of four suppliers:

* Blue Star Group (New Zealand) Limited
* Excel Digital Print Limited
* Winc New Zealand Limited
* True North New Zealand Limited

How it works - Participating agencies

* Must conduct a secondary selection process involving all panel suppliers to select one of the panel suppliers as their sole supplier over the life of the contract, then they
* Must source their Pre-Print and print requirements from their chosen Supplier noting they:
  1. can at their sole discretion source pre-print and print services from the Rimutaka Prison Print Shop to obtain a social procurement outcome.
  2. can source Storage and Logistics, Mail-house Services, and Digital Asset Management from other suppliers if they chose to.

The contract initial term expires on 31 March 2021, with three rights of renewal of up to two years each.

This guide provides agencies with an overview of:

* What is In Scope and Out of Scope
* Details of the In Scope Services
* Using the Rimutaka Prison Print Shop to achieve social procurement outcomes
* How to Join
* Panel Supplier Selection Process
* Panel Supplier Details

## MSD Contact details:

| Stephen Moore | Procurement Specialist | Procurement Practice Procurement Solutions | Ministry of Social Development  DDI: +64 4 978 4119 | Mobile: 021 810 658  E stephen.moore017@msd.govt.nz |
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## What is In Scope and Out of Scope

**In Scope**

The scope of the contract covers

**Core Services**

* Pre-Print,
* Print,

**Non-Core Services**

* Storage and Logistics,
* Mail-house Services, and
* Digital Asset Management.

**Out of Scope**

The goods and services that are out-of-scope for this contract are:

* any form of mail-room services (inbound collation, sorting and distribution of mail into an agency; barring any return mail options from a mail-shot)
* bulk postal delivery
* channels management and publishing
* Those covered in AoG contracts (<https://www.procurement.govt.nz/contracts/>), such as
* design services associated with advertising services
* advertising services
* multi-function device printing (under the Print Technology and Associated Services AoG contract)
* office supplies

## Details of the In-Scope Services

The following details the in-scope services noting the associated service requirements and service levels are detailed in separate schedules of the supplier agreements.

|  |  |
| --- | --- |
| **Category** | **Summary of Services** |
| Print | **Print Category** is confirmed as:   1. All and any printed material, including collateral. E.g.:  * Publications (defined as a document that provides information – Guides, Brochures, Magazines, Reports, External forms) * Printed Stationery – e.g. Letterhead, Business Cards, Envelopes (some), internal forms, Name badges, Desk plates. * Collateral such as branded pens, drink bottles, t-shirts and bags. * Company branded items.  1. Processes necessary to finalise artwork 2. Processes necessary to approve printed proofs 3. Processes necessary to order printed material including online tools 4. Processes necessary to pay for printed material that is not vendor owned, but held in stock by the vendor |
| Warehousing and Distribution | Services in scope for the **Warehousing and Distribution Category** includes services that support the management of organising or holding printed product:   1. Warehouse management services and systems, including online ordering catalogue 2. Stock / Mailhouse Inventory management for agreed ranges of products for each Participating Agency 3. Processes necessary to facilitate a pull and pay range of products for each Participating Agency (through a ‘vendor owned’ and/or ‘customer owned’ stock approach) 4. Stock requisitioning systems and processes from the warehouse to the delivery site (online) 5. Distribution to national (and international) locations |
| Mail-house Services | **Non Variable Data**  Includes the end to end process for managing non-variable data mail-out campaigns as requested  The tasks included in the processing of a mail-out may include a combination of the bullet points outlined below.   * Receipt of the data address file, or print ready PDF files * Insert of the printed material into envelopes (either non-window or window depending on whether an address file is included or whether the file is a print ready PDF with address data already prepared) * Flow-wrapping of the printed material * Boxing printed material for despatch (either post or courier) * Print of addresses either directly onto the envelope; or onto labels for adhesion to flow-wrapped product * Preparation of the mail-out as per the NZ Post bulk mail standards * Lodgement of the mail with NZ Post   There is no other variable data (e.g. personalised letters or forms) included in the mail-outs  **Variable Data**  In addition to the activity undertaken in non-variable data mail-outs, the variable data mail-outs includes the processing of variable data files to generate personalised letters / forms and addressing information for the mail-outs.  In additional to the Mailhouse Services outlined in the non-variable data category above, the variable data factors includes the ability to:   * Receive and print variable data files * Manage the data file for a number of different mail-outs that may be contained within the file (different letterhead, forms to be included etc.) * Generate barcodes from data * manage Mailhouse Inventory requirements with the warehouse |
| Digital Asset Management | Services in scope for Digital Asset Management are solely limited to Digital Asset Management for Print and related services.  It does not include other asset management or content management services.  **Key deliverables include:**   * Usability * High level of security * Customer service * Innovation * Project-management and archive capabilities * Preference for cloud computing options * version control * specification * storing and cross-referencing to usage within publications * managing licencing requirements * metadata information |

## Using the Rimutaka Prison Print Shop to achieve social procurement outcomes

Once participating agencies have selected their sole supplier; the master contracts with the panel suppliers permit participating agencies to also engage the Rimutaka Prison Print Shop to undertake Pre-Print, Print and Related services i.e. die cutting, binding etc’ at their sole discretion.

The Ministry of Social Development (MSD) included this provision to provide a social procurement outcome where the men involved at Rimutaka Print Shop are working towards recognised qualifications in the printing industry.

For further information regarding Rimutaka Print Shop please contact:

Steve Luey - [**Steve.luey@corrections.govt.nz**](mailto:Steve.luey@corrections.govt.nz)

MSD has not negotiated a separate contract with the Rimutaka Prison Print Shop for this service so participating agencies who wish to engage them:

* Can direct their selected panel supplier to purchase from them, or
* Order direct, and/or
* Establish their own contractual arrangements.

## How to Join

1. Eligible Agencies interested in participating are to:
   1. check their eligibility to join at <https://www.procurement.govt.nz/contracts/who-can-use-collaborative-contracts/>
   2. complete the Pre-Joining Letter template in Appendix 1 and email it to [Procurement@msd.govt.nz](mailto:Procurement@msd.govt.nz)
2. MSD on receipt will provide the Agency with individual copies of the contracts with the four suppliers.
3. Following a review of the Contracts, if the Agency is interested in joining they are to complete the Joining Letter template in Appendix 2 and email it to [Procurement@msd.govt.nz](mailto:Procurement@msd.govt.nz)
4. On endorsement by MSD, the Eligible Agency becomes a Participating Agency.

## Panel Supplier Selection Process

There are four suppliers on the Panel and participating agencies **must** select a single Supplier to provide the Services via a Secondary Procurement Process where:  
  
“**Secondary Procurement Process”** means the process where participating agencies obtain competitive Quotes from **all** Suppliers on the Panel.

**Secondary Procurement Process Guidelines**

The syndicated contract has confirmed during the tender process that all four suppliers have sufficient capacity, capability and financial stability to deliver the service to all government agencies.

These do not need to be revalidated during the secondary selection process.

It is our expectation that the secondary selection process will:

1. Overview your preprint and print requirements, e.g.
   1. Types of printing required, e.g. poster, booklet, flyers, publications, promotional items, labels, newsletters ect
   2. Total current annual print  expenditure.
   3. Where there are any specific goals from this procurement.
2. Focus on a pricing exercise of a catalogue of your commonly purchased items where you identify your:
   1. Print specifications or samples
   2. Service delivery requirements , e.g. geographical spilt for deliveries, delivery timings, stock
   3. Ordering requirements, e.g. online,  order placement KPI’s
3. Detail any other optional tower requirements, e.g. Mail-house services, warehousing and Distribution, Digital Asset Management
4. Approach **all** Suppliers for competitive quotes
5. Evaluation: Comply with MBIE procurement rules and guidelines e.g. you Must adhere to principles of NZ Government Procurement Evaluation Panel Instructions where only information contained in the tender submission is to be evaluated.  <https://www.procurement.govt.nz/assets/procurement-property/documents/template-instructions-for-panel-evaluation.docx>
6. Once they have identified their preferred Supplier following the secondary process, if the Agency requires the Supplier to provide Digital Asset Management services, they populate a Cloud Risk Assessment Tool to make their own cloud risk adoption decision   
   <https://www.ict.govt.nz/guidance-and-resources/using-cloud-services/assess-the-risks-of-cloud-services/>.
7. The Cloud Risk Assessment includes the type of data that is stored in the system, and therefore is not able to be done on Agencies’ behalf.
8. The Agency and the Supplier agree a Statement of Work (template included in the contract) to define the specific service / dedicated pricing requirements of the Agency.

And at the completion of your secondary process – you will advise the selected supplier name to all panel suppliers

## Panel Supplier Details

| logo |  |
| --- | --- |
| **Contact details** | Peter Ward Group General Manager DDI +64 4 576 5162 M +64 27 452 5515  33 Jackson Street,Petone, Wellington 5012  Peter Ward [Peter.Ward@printlink.co.nz](mailto:Peter.Ward@printlink.co.nz) |
| **Key sub-contractors** |  |

| [Contact details Steve Matthews, CEO DDI > 04 495 1602     Mob > 021 467 115 21 Jamaica Drive , Granada, Wellington, NZ Steve Matthews <stevem@exceldp.co.nz> Key sub-contractors](http://www.exceldigital.co.nz/) |  |
| --- | --- |
| **Contact details** | Kaye Adams, General Manager, Sales & Marketing DDI > 04 495 1602 Mob > 021 467 115 21 Jamaica Drive , Granada, Wellington, NZ  Kaye.a@ exceldigital.co.nz |
| **Key sub-contractors** |  |

| Procurement management technology and services | |
| --- | --- |
| **Contact details** | Anna McGavin, Regional Manager  True North New Zealand Ltd MOB 027 9141 321  NZ 09 304 1930  E MAIL [annam@truenorthsps.com](mailto:annam@truenorthsps.com) |
| **Key sub-contractor** |  |

| Winc logo | |
| --- | --- |
| **Contact details** | Sam Hall, Business Development Executive Winc New Zealand Limited E [samuel.hall@winc.co.nz](mailto:samuel.hall@winc.co.nz) T 04 570 8845 F 04 570 8849 155 Hutt Park Road  Gracefield, Wellington NZ 6012 |
| **Key sub-contractor** |  |

## Appendix 1: Pre-Joining Letter

**Note: On receipt of this letter, MSD will provide the Eligible Agency with copies of the Agreements to access if they want to join.**

[*Date*]

To: Manager Procurement Solutions, Ministry of Social Development (MSD)

From: [Name, position]

Eligible Agency: [Name]

**RE: External Print Services Agreement**

The [Eligible Agency name] is considering joining MSD’s External Print and Related Services Agreement (the Agreement).

To inform its decision, my agency requests a copy of the Agreements and Panel Rates Card.

I acknowledge such information will be sensitive to the Suppliers on the Panel.

The [Eligible Agency name] agrees to keep all information provided by MSD related to the Agreement strictly confidential, subject to law and Parliamentary and Select Committee requirement or convention. Any information disclosed in connection with the Agreement will be used for the sole purpose of enabling my agency to decide whether to join MSD’s External Print Services Agreement.

I have authority to write this letter on behalf of [Eligible Agency name].

Yours sincerely

[Sign off]

A copy of this letter is to be scanned and emailed to [Procurement@msd.govt.nz](mailto:Procurement@msd.govt.nz) (include ‘External Print Services’ in the subject line.

## Appendix 2: Joining Letter

**Note: Consent to this letter approves the Eligible Agencies as a Participating Agency.**

[Date]

To: Manager Procurement Solutions, Ministry of Social Development (MSD)

From: [Name, position]

Eligible Agency: [Name]

**Joining the External Print Services Agreement**

The [Eligible Agency name] requests MSD’s written consent to join its’ Syndicated Agreement for External Print Services (the Agreement) to become a Participating Agency for the purposes of that Agreement.

I have authority to write this letter on behalf of [Eligible Agency name].

The [Eligible Agency name] agrees to keep all information provided by MSD, or the Supplier directly, related to the Agreement strictly confidential, subject to law and Parliamentary and Select Committee requirement or convention. Any information disclosed in connection with the Agreement will be used for the sole purpose of my agency’s participation under the Agreement.

The [Eligible Agency name] agrees to share Participating Agency reporting required for the Annual Review as detailed in Schedule 8 clause 4 Annual Review Meeting with other Participating Agencies and MBIE.

I have noted the syndication processes and other relevant details applicable to joining the Agreement and information provided. I agree that my agency is responsible for understanding the terms of the Agreement, and for complying with syndication matters generally.

I accept on behalf of the Eligible Agency the terms of the Agreement provided. Any Participating Agency Statement of Work agreement created between my agency and the Supplier is a separate legally binding and enforceable contract and does not affect the validity of the Ministry of Social Development’s Agreement or any other agency’s Statement of Work agreements.

I also understand that the obligations of my agency (severally and separately and not jointly) will be owed to any Supplier appointed. I also understand that my agency will be separately liable for the performance of any obligations owed to, including payment of money for services, owed to any Supplier it may appoint and neither MSD or any other syndicated agency will be liable for the payment of that money (or in respect of any other liabilities that may arise). I am aware prices may be increased or decreased in accordance with the Agreement, as part of a renewal process by MSD, and any changes will apply to my agency’s Statement of Work agreement.

The identity and contact details of the representative of our agency are included below:

Name: [insert details here]

Physical address: [insert details here]

Telephone number: [insert details here]

Email address: [insert details here]

I would be grateful to receive MSD’s consent to my Eligible Agency joining the Syndicated Agreement as soon as possible.

Yours sincerely,

[sign]

**Ministry of Social Development’s consent:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:**

**Name: Position:**

A copy of this letter is to be scanned and emailed to [Procurement@msd.govt.nz](mailto:Procurement@msd.govt.nz) (include ‘External Print Services’ in the subject line.

## Appendix 3: Statement of Work Template

In order to access the Services a Participating Agency will complete the following Statement of Work template (Schedule 13 of the Supplier Contract) modifying as required.

**[Participating Agency NAME] (Agency)**

**AND**

**[SUPPLIER NAME] (SUPPLIER)**

**STATEMENT OF WORK**

**for**

**EXTERNAL PRINT AND ASSOCIATED SERVICES**

1. **Document Background and Purpose:**
   1. This Statement of Work records the terms on which certain Services and Deliverables will be provided by [SUPPLIER NAME] (Supplier) to [insert full name of the Participating Agency).
   2. **Subject to Syndicated Agreement** **for the provision of** **External Print and Associated Services** this Statement of Work is entered into under, and is part of, the Syndicated Agreement **for the provision of** **External Print and Associated Services** dated [insert date] between the Supplier and the Lead Agency (“the Agreement”). Any changes or amendments to the Agreement will apply to this Statement of Work. The Statement of Work may amend the specific service requirements of the Agreement however they must not be outside the reasonable scope of the Services detailed in the Agreement. (refer clause 2.3 of the Agreement)
   3. Interpretation: Unless the context otherwise requires, terms defined or referred to in the Agreement have the same meaning in this Statement of Work and the rules of construction recorded in the Agreement apply to this Statement of Work (except that references to paragraphs and appendices in this Statement of Work are references to the paragraphs and appendices of this Statement of Work).
   4. Term: This Statement of Work will commence on [insert date] and, unless otherwise terminated or removed in accordance with the provisions of the Agreement, will continue until [insert date] (“Statement of Work Term”). The Statement of Work Term may be extended upon written agreement between the parties.
   5. Services: The Supplier will provide the following Services to the Agency.

|  |  |  |
| --- | --- | --- |
| **Services** | **To be included: Yes** | **To be included: No** |
| Pre-print, Print Services | ✓ |  |
| Storage and Logistics Services |  |  |
| Mail-house Services |  |  |
| Digital Asset Management Services |  |  |

1. **Implementation Services:**
   1. Implementation services: The following fees have been agreed to be paid in respect of the implementation of the Services:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Task** | **Description** | **Implementation fee** | **Implementation date** | **Acceptance Criteria** |
| List implementation services here |  |  | [Insert details] | [Insert criteria for acceptance of deliverable] |
|  |  |  |  |  |
|  |  |  |  |  |
| **TOTAL:** |  | Total Cost |  |  |

* 1. User acceptance testing: [Specify whether there is to be any user acceptance testing for any deliverables. The Supplier must provide user acceptance testing where requested. Fees are to be in accordance with the implementation table above when the UAT is during the implementation stage. Where there is to be testing of later deliverables, the resource rates are to be agreed based on UAT fees during implementation.
  2. Documentation and Training Services: The Supplier will supply the following documentation and training to the Participating Agency [and in accordance with the following timeframes]: [Insert a detailed description of the documentation and training to be supplied by the Supplier and any related requirements].

1. **Relationship Management:**
   1. Representatives

|  |  |
| --- | --- |
| **Party** | **Contact** |
| **Supplier** | [insert name] [insert postal address] [insert physical address] [insert direct dial phone number] [insert email address] |
| **Participating Agency** | [insert name] [insert postal address] [insert physical address] [insert direct dial phone number] [insert email address] |

* 1. Notices:
  2. [Insert each party’s address for notices if different to Representative table above]  
     Escalation levels:

|  |  |  |
| --- | --- | --- |
| **Escalation Level** | **Participating Agency Contact** | **Supplier Contact** |
| **First** | Day-to-Day Manager  [Insert name and contact information] | Service Manager  [Insert name and contact information] |
| **Second** | Relationship Manager  [Insert name and contact information] | Relationship Manager  [Insert name and contact information] |
| **Third** | Relationship Owner  [Insert name and contact information] | Relationship Owner  [Insert name and contact information] |

* 1. Meeting Requirements: The Supplier’s designated representatives will attend the following meetings at the following times……..[insert]

1. **Individual Participating Agency Requirements**

Optional – Insert here any requirements that are unique to the Participating Agency noting they need they must comply with clause 1.2 of this Statement of Work.

Here are some suggested options. Choose the relevant option(s) or create your own new ones. Remember to delete remaining option/s that don’t apply.

* 1. Participating Agency Specific Services, Deliverable, Products, Other Expenses  
     Insert table(s) and modify as applicable

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Deliverable / Service / Product** | **Description** | **Service level** | **Cost Ex GST** | **Unit of Issue** |
| Title | Insert Description | Insert Service Level measurement and target | TBC | TBC |
|  |  |  |  |  |

* 1. Reporting Requirements:   
     [insert any reporting requirements additional to those in the head agreement]
  2. Costs and Payment
     1. All costs and payment to be in accordance with Schedule 4: Maximum Service Rate Card Pricing and Schedule 5: Participating Agency Charges.
     2. Insert Participating Agency specific cost review requirements………..
     3. Invoicing: Each invoice issued by the Supplier must contain [insert any specific requirements, such as responsibility codes or purchase order numbers] and be sent either by email to [insert email address] or by mail to…….

1. **Execution**

|  |
| --- |
| **Signed for and on behalf of  [insert Participating Agency Full legal name]**  I have a delegation under section 41 of the State Sector Act 1988 to sign for the Participating Agency. |
| Signature |
| Name |
| Position |

|  |
| --- |
| Signed for and on behalf of  [insert full Supplier **legal name**] :  I have authority to sign for the Supplier. |
| Signature |
| Name |
| Position |