



CONTRACT GUIDE

State Contract 1011
Print Management Service Providers

CONTRACT PERIOD: 1 April 2011 to 31 March 2014



Procurement
Government Services

Contract Summary

A wide range of print related services are available through this contract.

Service categories covered are:

- Strategic print advisory and strategic print management;
- In-house design (desktop publishing);
- Job management and procurement;
- Digital asset management;
- Inventory management;
- Supplier relationship management;
- Consolidated invoicing and reporting; and
- Print ePortal.

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Always ensure you obtain the latest version of the Contract Guide.

Updated versions of this and other Contract Guides are available by phoning 1800 679 289 or by visiting the website www.nswbuy.com.au

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Introduction

This Contract Guide is designed to provide all the necessary information needed to utilise **Contract 1011 Print Management Services Providers**.

NSW Procurement provides a full range of procurement services for government agencies and other clients. Services include contract management of common use contracts. These are state contracts on a rolling one to five year renewal cycle for the supply of products and services in common use across many agencies.

The Contract is for a term of **3 years** expiring on **31 March 2014**.

This state contract allows users to achieve considerable cost savings due to the combined purchasing power of the state government. It offers value for money including competitive rates, and a quality range of products.

This is the first time a whole of government approach for print related services has been established. Each government agency will have a different requirement in terms of print services and given each agency is at a different maturity level regarding print management; the application of this contract will vary from agency to agency.

The print industry is very dynamic and the opportunity exists for NSW Government to achieve significant savings and efficiency by leveraging and aggregating government spend on print. This contract forms the first phase in a roadmap to print management maturity.

Print Service Suite

There are essentially 3 print services in the suite:

1. Contract 1011 Print Management Service Providers (PMSP)
2. Contract 1012 Print Warehousing and Distribution Services (due in late 2011)
3. Approved Print Supplier Listings – for agencies who do not require print managers (currently under consideration by the State Contract Control Board).

Contract 1011 Print Management Service Providers (PMSP) provides independent print management and brokerage services (the focus of this Contract Guide). The contract is for a term of 3 years (with an option to extend for two periods of up to one year) expiring on 31 March 2014.

Contract 1012 Print Warehousing and Distribution Services provides warehousing, storage, distribution, order and inventory management.

An **Approved Print Supplier List** is currently under consideration by the State Contracts Control Board. This may include a list of accredited printers which government agencies can call upon for any printing, finishing and production needs.

Section 1 – Accessing the Contract

State contracts are established under the authority of the State Contracts Control Board and administered by NSW Procurement, a division of the Department of Finance and Services.

A list of the categories of organisations eligible to purchase from state contracts is given in Section 5 of this Guide. Most eligible organisations have already registered with NSW Procurement in which case they have immediate access to this contract.

New Customers

If your organisation has not yet registered, an application form will need to be completed and submitted to NSW Procurement before you can use the contract. Organisations need only register once – there is no need to register for each individual contract. Once approved, customers are allocated an identification number and are then eligible to use any of the state contracts administered by NSW Procurement.

To register as a new customer, visit www.nswbuy.com.au > Purchasing for Government. You can either complete the process online or download an application form for completion. Once approved, you will be advised of your Customer Registration Number and are then eligible to use any of the state contracts administered by NSW Procurement.

If you are unsure if your organisation is already registered or you do not know your organisation's Customer Registration Number you should contact the accounts section within your organisation or the NSW Procurement Client Support Centre (1800 679 289 or nswbuy@services.nsw.gov.au).

Pricing

Prices in this contract are listed in smartbuy as the maximum "ceiling" rates. It should be noted that lower pricing or other methods of pricing may be sought by Request for Quote (RFQ) by a customer for a specific project or for longer term print management services. It is expected that the pricing offered in any RFQ may provide better value and benefit.

Customers will be able to provide incentives for greater cost minimisation within the requirement of an RFQ.

Prices may change in accordance with the price variation conditions of the contract if there are any. Regular users of state contracts should consider using smartbuy® for the latest pricing. For further information on smartbuy® please contact NSW Procurement Client Support Centre on 1800 679 289.

Placing an Order

Registered state contract users can order services directly from the supplier.

By placing an order, an organisation is entering into a contract with the supplier and, as a minimum; the following information should be included in the official order:

- Contract Number and Name
- Name and address of Supplier and Customer
- Customer Registration Number
- Customer's Order Number
- Date of Order and Date of Delivery
- Details of services and pricing (e.g. hourly rates).

Section 2 – Contract Scope and Categories

The Print Management Service Provider (PMSP) will act as a broker and a strategic advisor. They are expected to form a strategic relationship with customers to act in the best interests of the NSW Government through demonstrating:

- Independence, fairness and transparency in advertising, allocation and management of assignments and jobs
- Independence, fairness and transparency with nominated print suppliers when acting on behalf of a customer
- Best value for money

Print management services sought by customers may range from ad-hoc print projects (short term) to the long- term management of a customer's overall print requirements.

The demand for PMSP will particularly suit large agencies which have diverse and complex print requirements. Smaller agencies may like to consider the benefits of outsourcing their print management function rather than sourcing print directly from commercial printers.

Scope of Services

The services provided must meet the customer's requirements for timeliness and quality. For example, the provider should check the work before it goes to print and they should be willing to meet with customers at short notice to discuss a particular print job.

The scope of service includes:

(a) Strategic print advisory and strategic print management:

- analysis of service, costs, trends
- input to design
- industry research and analysis
- environmental and waste minimisation strategies
- best practice opportunities (alternative delivery channels and digital formats)
- e-substitution (eg e-books etc) opportunities

(b) In-house design (desktop publishing):

- minor modification and/or touch up

(c) Job management and procurement:

- end to end procurement and job management of print suppliers
- Implementing and managing processes for the procurement and delivery of printing and finishing, warehousing and distribution services

(d) Digital asset management:

- indexing and metadata management
- secure storage and retrieval
- backup and recovery

- copyright and intellectual property management
- version control

(e) Inventory management:

- maintain a central register of all print material
- provide services for internal and external ordering of print material through multiple channels
- monitor print material, usage, order points, demand forecast
- strategies to optimise procurement processes and inventory and print runs

(f) Supplier relationship management:

- resources and processes for managing relationships with approved commercial printers, including job authorisation, proofing, quality management, governance and performance management.

(g) Consolidated invoicing and reporting:

- financial and supplier management reporting

(h) Print ePortal:

Each PMSP will provide and maintain their own ePortal. Contact your preferred PMSP for your access details.

The Print ePortal:

- issues the RFQ on the customer's behalf
- manages the approval process on the customer's behalf
- awards print jobs on the customer's behalf
- provides reporting to the customer regarding print spend and other KPIs

Suppliers can download the RFQ, upload their response and submit a job completed notification to the customer.

Print suppliers can be sorted, at a minimum, by service categories and or area of coverage.

(i) Continuous Improvement:

- Improvement opportunities and best practice
- Performance management (KPI)

All PMSP's deliver all of the above services.

When should agencies use this Contract?

- When agencies need expert advice/consultancy in relation to print management
- For a one stop shop – require someone to manage the whole print process
- When agencies need someone to work on specific and or an ad-hoc project or long term print management process
- When agencies want to review total print requirements and reduce costs

How to select a print manager

Step 1

Know your requirements – the more detailed and specific you can be regarding your business needs and specifications (e.g. scope, timeline, constraint, special requirements etc), the better the print manager can tailor their service to meet your

needs and timelines and provide a more accurate costing.

Step 2

Find out if your Agency has already appointed a print manager to oversee all your print requirements. If they are not on this contract, then select a print manager from the contract.

Step 3

Because this is a panel contract, you can simply select any print manager (refer to Section 4) on the panel to provide the services you need. Alternatively, you can select one via RFQ. See “Running an RFQ to select a Print Manager”.

Pricing is only one of the factors to consider when engaging a print manager. The relevant experience, capability and skill set of the print manager will play a key role in selecting the best print manager for your particular requirements

Step 4

Once you have selected a print manager, you might like to go through your service requirements and details with your print manager and set up some key performance indicators.

Running an RFQ to select a print manager

- Before running a RFQ, you need to decide how many print managers you would like to participate. All agencies must ensure that current print delegations have been taken into consideration.
- Define your print requirements, timelines, budget, value of the project etc.
- Think about how you are going to evaluate the RFQ responses, determine your selection criteria and appropriate weightings. Initially you might like to talk to the print managers (contact details in Section 4) to gauge their interest in delivering the service.
- Make sure you treat all print managers equally and fairly and disclose the same information to all if you are dealing with more than one.
- Determine the cut off date/time for responses.
- Send out your final requirements including all the details to the print managers you want to participate in the RFQ.
- Evaluate the responses including price based on your predetermined criteria.
- Choose the response which represents the best value for money.

Print Management Service Provider (PMSP) Performance Management

It is the responsibility of the agency to implement key performance indicators and measure the PMSP's overall performance.

This information is provided as a guide only.

Section 3 – Key Features

1. **Flexibility** - contract can be customised to service an agency's particular print requirements

2. **Reduce the costs** of printing to Government through:

- dynamic sourcing to optimise price and take advantage of peaks and troughs in supply market capacity
- Instilling competition in the print market
- Minimisation of obsolescence and duplication
- Pursuing e-substitute products, where appropriate (e.g. e-Books instead of printed books)

3. Increase efficiencies through:

- One-stop shop
- Transparency in the competitive quote process
- Continuous supplier performance management
- Providing robust and detailed demand-side (print activity) reporting
- Facilitating tools and processes to improve agency control over digital assets, marketing collateral and brand

4. Establish baseline data across Government through ongoing contract and vendor **performance management**.

5. Encourage **good environmental practices** from print suppliers to NSW Government and establish viable alternatives for traditional print to facilitate agency substitution choices.

6. **Compliance** with NSW Government Procurement Policy.

Rules to avoid Conflict of Interest

1. Print managers engaged by agencies will procure and manage print services on their behalf. Until the Approved Print Supplier Listing is in place, print suppliers will be recommended by the print manager or the customer can request their own print suppliers.

2. If and when the Approved Print Supplier Listing is established, the print manager will only seek quotes from the print suppliers on that List.

3. The Print Manager will select or recommend the print supplier that provides the best value for money for the customer for each individual print job.

4. To avoid real or potential conflict of interest in the end to end management and delivery of the Print Management Services, the print manager must be, and must remain for the term of any contract for Services, independent of print suppliers (i.e. Approved Print Supplier Listings).

5. In providing the services under this agreement, the print manager will ensure that the necessary print services are not provided by any entity that is a related entity to the print manager or that is in a joint venture with the print manager or that is a party to a business understanding or arrangement with the print manager.

The following example will demonstrate how independence is managed in practice:
A PMSP called ABC is engaged by a particular agency. ABC is prohibited from utilising any printing services by subsidiaries or related entities of ABC for that agency's projects.

Section 4 – Suppliers

The purpose of a PMSP is to seek the best print options for customers and provide the best methods to reduce overall costs of all print requirements. Other savings are also expected, such as from the use of printer suppliers in a transparent manner that provides value for money selections.

The following suppliers have been appointed to Contract 1011 Print Management Service Providers.

Suppliers

- Blue Star Group Australia Pty Ltd, trading as Blue Star IQ
- E-Bisprint Pty Limited
- Finsbury Green Pty Ltd, trading as Finsbury Green
- Foxprintsolutions Pty Ltd
- Salmat Business Force Pty Ltd
- Toll Transport Pty Ltd, trading as Stream Solutions

Customers are free to choose which of the suppliers they purchase from.

Blue Star IQ

Contact: Gary Snellgrove
ABN: 58 000 205 210
Site address: 4A Parklands Estate, 13-21 South Street, Rydalmere NSW 2116
Post address: 4A Parklands Estate, 13-21 South Street, Rydalmere NSW 2116
Telephone: 0422 400 145
Facsimile: 02 9898 1879
E-mail: garysnellgrove@bluestargroup.com.au
Internet: www.bluestargroup.com.au

E-Bisprint Pty Ltd

Contact: Catherine Gibson
ABN: 52 092 725 570
Site address: 7 Pioneer Ave, Tuggerah Business Park, Tuggerah, NSW 2259
Post address: PO Box 3288 Tuggerah NSW 2259
Telephone: 02 4352 7777 (0408 289 674)
Facsimile: 02 4352 7788
E-mail: catherine.gibson@ebisprint.com
Internet: www.ebisprint.com

Finsbury Green

Contact: Julian Workman
ABN: 52 007 743 151
Site address: Suite 803, 5-13 Rosebury Ave, Rosebury NSW 2018
Post address: Suite 803, 5-13 Rosebury Ave, Rosebury NSW 2018
Telephone: 02 9662 2600
Facsimile: 02 9662 2800
E-mail: jworkman@finsbury.com.au
Internet: www.finsbury.com.au

Foxprintsolutions Pty Ltd

Contact: Ray Kerrison
ABN: 47 129 495 503
Site address: 740 Lorimer St, Port Melbourne VIC 3207
Post address: 55 English St, Essendon Fields VIC 3041
Telephone: 08 8301 3258
Facsimile: 08 8293 4630
E-mail: ray_kerrison@foxprintsolutions.com
Internet: www.foxprintsolutions.com.au

Salmat Business Force Pty Ltd

Contact: David Sutherland
ABN: 94 137 933 905
Site address: 2 Military Road, Matraville NSW 2036
Post address: Innovation Place, level 17, 100 Arthur St. North Sydney NSW 2060
Telephone: 0409 911110
Facsimile: 02 9311 1917
E-mail: david.sutherland@salmat.com.au
Internet: www.salmat.com.au

Stream Solutions

Contact: Graham Cole
ABN: 31 006 604 191
Site address: Level 2, 8 Lord Street, Botany NSW 2019
Post address: PO Box 861, Mascot NSW 1460
Telephone: 0448 477 242
Facsimile: 03 9699 8033
E-mail: gcole@stream.net.au
Internet: www.stream.net.au

Section 5 – Contract Conditions

This section contains the key features of the contract conditions that may be of interest to customers. It does not contain all of the conditions of contract (a copy of which can be obtained by contacting NSW Procurement).

Organisations Eligible to Purchase from the Contract

The following organisations are eligible to purchase from the Contract:

- a) Any Department, Agency or Office of the Commonwealth including any Statutory Authority constituted under Commonwealth legislation;
- b) Any Department, Agency or Office of any State or Territory of the Commonwealth, including any Statutory Authority constituted under State/Territory legislation;
- c) Any Council of a city, municipality or shire constituted by a State or Territory;
- d) Any other organisation constituted by or subject to an Act of Parliament either Commonwealth or State or by a Regulation thereunder;
- e) Any body or association, other than a trading, commercial or industrial firm or corporation, which conducts a service, not being a trade, business or industry followed or carried on for profit, at the request of the Government, in respect of such service;
- f) Any Authority, person, body, corporation, association or organisation, whether incorporated or not, to which permission has been given by the Minister for the Department of Commerce, or an official delegate of the Minister, to issue orders for supplies comprised in the Agreement.

For the purpose of parts (d) and (e) above examples of typical organisations include, but are not limited to:

- Government Schools and Private Schools;
- TAFE Colleges;
- Public Hospitals and Area Health Services;
- Trustees of Public Parks;
- Boards;
- Tribunals;
- Commissions; and
- Registries.

For the purposes of part (f) above authorities to which permission has been given generally have:

- Charitable or benevolent status;
- Non-profit objective;
- Level of government subsidy/support.
- Examples are:
 - Non-Government Schools;
 - Pre-Schools/Kindergartens and Child Care Centres;
 - Child Care Centres (excluding privately owned);
 - Family Day Care Administrations;
 - Nursing Homes (excluding privately owned);
 - Other community based service providers;
 - Student support groups which are established under the auspice of the relevant school or education institution; Arts based groups sponsored by the Ministry for the Arts.

Code of Behaviour – Protection of Children and other Vulnerable People

The Supplier must ensure that all persons working on the site or sites under the Contract, including but not limited to the Supplier's employees and managers, consultants, sub suppliers and suppliers (Supplier Employees) understand and comply with the requirements shown below.

- All Supplier Employees must gain permission to enter the school or facility before commencing work and they may only enter approved areas. The Supplier's representative or where a sub supplier is working without the supervision of the Supplier, the sub supplier's representative must report their presence to the person in charge of the school or facility on arrival each day and record, in the Site Visit Log, the details of all Supplier's or sub supplier's employees working at the site or sites that day.
- Supplier Employees should avoid talking with, touching or interacting with any children or residents or other contracts of the school or facility except where the work requires it or in an emergency or safety situation.
- Supplier Employees must only use approved toilets and other facilities, unless the person in charge of the school or facility gives written authority to use alternative arrangements.
- The work area must not be able to be used or accessed by children, or residents or other contracts of the school or facility while work is in progress. Clear signs and barricades (where appropriate) must be used to prevent any inadvertent or unauthorised access.
- Supplier Employees must wear clothing that is tidy and in good condition, including a shirt, shorts or trousers or skirts at all times.
- Supplier Employees should report any concerns about children's behaviour or child abuse to the person in charge of the school or facility.
- Supplier Employees must wear or carry an identity card at all times when on the site or sites.

Confidentiality

- Except to the extent necessary to comply with any statutory requirements or government policy relating to the public disclosure of Confidential Information, neither Party will make public, disclose or use any Confidential Information of the other Party except in accordance with this Agreement or a Customer Contract, unless the other Party gives its prior written consent.
- Each Party may disclose Confidential Information to its officers, employees and sub-contractors where such disclosure is essential to carrying out their duties or in accordance with this Agreement or a Customer Contract.
- Each Party must ensure the Confidential Information of the other Party is used solely in connection with or for the purposes of fulfilling its obligations under this Agreement or a Customer Contract.

Intellectual Property

- Intellectual Property created in relation to New Contract Material will be owned by the Customer upon its creation pursuant to a Customer Contract.
- The Customer grants to the Contractor a licence to use the Intellectual Property in the New Contract Material for the purpose of providing the Services.
- The Parties acknowledge and agree that the Parties or, where applicable, particular third parties, are the sole owners of their Intellectual Property rights in or in relation to the Existing Contract Material.

Operation of Nominee Purchasing

Introduction

The Nominee Purchaser Arrangement was created under section 18 of the Public Sector (Goods and Services) Regulation 2000 (NSW). The Regulation allows the State Contracts Control Board (“SCCB”) to provide access to suppliers of public sector agencies to SCCB standing offer agreements for the provision of goods and services. These suppliers are known as Nominee Purchasers. The public sector agencies making the nominations are known as Nominating Agencies.

What is a Nominee Purchaser?

“Nominee Purchaser” means a supplier to a public sector agency, nominated by the public sector agency to be authorised to place Orders under Standing Offer Agreements for things done as such a supplier and registered by NSW Procurement. Access of Nominee Purchasers to SCCB standing offer agreements:

- Is limited to standing offer agreements relevant to the contract between the Nominating Agency and the Nominee Purchaser, and which are specifically listed in the Nominee Purchaser’s registration; and
- Is for a fixed period of registration, usually ending on the completion of the term of the contract between the Nominating Agency and the Nominee Purchaser.

A Nominee Purchaser must not purchase goods or services under a SCCB standing offer agreement, unless they are related to its obligations under a contract with a public sector agency and are used during the term of such a contract or included or incorporated in works, goods or services to be provided to the public sector agency.

If you have any further enquires, or are interested in using this facility please call the NSW Procurement Client Support Centre on telephone 1800 NSW BUY (1800 679 289) or e-mail nswbuy@services.nsw.gov.au.

Government Taxes, Duties and Charges

All taxes, duties and charges imposed or levied in Australia or overseas in connection with the performance of this Agreement will be borne by the Supplier.

Delays and Emergencies

From time to time the supply of services from the Supplier may be delayed. The Supplier will take all reasonable steps to minimise the effect of the delays.

An excusable delay is one which:

- Unavoidably delays the Supplier in the performance of its obligations under the Agreement
- Is beyond the reasonable control of the Supplier; and
- Could not have been reasonably contemplated or allowed for by the Supplier before entering into the Agreement.

The Supplier will inform you of the occurrence of any event, which is likely to adversely affect its performance of its obligations under the Agreement.

If you consider that the event, which the Supplier claims to be the cause of the delay, is such as to justify an extension of the time for the delivery of the supplies, you may grant and notify the Supplier of such extension of time (usually within 2 working days after receipt of the Supplier’s claim for an extension).

Settlement of Disputes

If a dispute arises then both you and the Supplier must use your best efforts to resolve the dispute.

Try to resolve the matter through discussions with the Supplier’s Customer Service Representative (see Section 4 for contact details).

If, however, you are unable to resolve the matter then you should contact NSW Procurement. If the matter cannot be resolved by mutual agreement of both parties in

consultation with NSW Procurement the matter will be referred to expert determination. This more formal process will require you to keep a higher level of detailed documentation and records.

Section 6 – Contract Administration & Contractor Performance Survey

To help us maintain a high level of service and to meet Agencies' obligations under NSW Government Service Provider Performance Management Guidelines, we seek your feedback concerning suppliers' performance under contracts established by NSW Procurement (a business unit of the Department of Commerce) on behalf of NSW Government Agencies.

All reporting officers should be familiar with the requirements of the "Service Provider Performance Management" available on the Department of Commerce website at <http://www.ogp.commerce.nsw.gov.au/Government+Guidelines/Goods+and+Services+Procurement/Goods+and+Services+Procurement+Publications.htm>.

The feedback form can be found on the NSW Procurement website at www.nswbuy.com.au or by calling NSW Procurement Client Support Centre on 1800 679 289.

NSW Procurement Contact Numbers

The Contract has been arranged and is administered by NSW Procurement. If you have any questions relating to the operation of the Contract or to obtain a copy of the Contract Guide, please contact the Client Support Centre:

NSW Procurement Client Support Centre

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T 1800 679 289

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A Division of the Department of Finance and Services