



Ref: FOIA Reference 2022/23-326

Date: 14th October 2022

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 14th September 2022 requesting information under the Freedom of Information Act (2000) regarding Print.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to details of current contract details for

Printed stationery and Managed Service print, covering both your operational print requirements and Communications team requirements.

The details we require are;

- **Details of Current contract/framework details for Printed Stationery and Managed Service Print including offsite stockholding, online ordering/ consolidated invoicing**

A1 Harlow Printing Ltd provide the managed print services including offsite stock holding until 31/07/2023 under Crescent Purchasing Consortium framework Lot2 (Design and Print). Contract items are set up on catalogue allowing end-users to order online.

Q2 Communications department Print spend, and if covered contractually.

A2 Not applicable- We don't have any contracts with print providers

Q3 Start date and duration of the contract/framework

A3 As answer 1

Q4 Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages.

A4 This would have to be confirmed by the framework provider rather than UHNM- refer to answer 1

Q5 Actual spend on contract/framework from the start of the contract to the current date broken down by Contractual managed stock and ad-hoc (Non-Stock) spend.

A5 See below:
Approximately £522,000 spend per year which is broken down below.
Approximately £192,000 Ad-hoc print requests within the contract over the past 12 months.
Approximately £330,000 Contract spend on managed stock lines over the past 12 months.

The spend through the course of the contract will be similar each year.

Q6 What is the Trust spending on print – both operational and Communications spend that isn't covered contractually?

A6 As per question 5 the Operational (non-contracted) spend on printing is approximately £40,000 over the past 12 months which is for various one off requirements.

Q7 Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

A7 Please see below for specification provided when this opportunity went out to tender:
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 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

Finished product delivered within: 3 working days of receipt of Call Off Instruction

In case of Urgent requests – 24 hours

Non Stock

Finished product delivered within: 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.

Q8 Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?

A8 Framework extension allows up to 18th February 2026

Q9 Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?

A9 No decision has been made yet for UHNM.

Q10 Who is the senior officer(s) (both inside and outside of procurement) responsible for this contract?

A10 There is no designated lead for wards/ departments however the print Buyer for procurement can be contacted below:

Strategic.procurement@uhnm.nhs.uk

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Leah Carlisle
Head of Data, Security & Protection/ Data Protection Officer