

Report to Cabinet
11 March 2020
Report of Director of strategy, communications and culture
Subject To award a contract(s) for the printing and distribution of
the Citizen magazine

Item

15

KEY DECISION

Purpose

To consider the award of contract(s) for the printing and distribution services for Norwich City Council's Citizen Magazine.

Recommendation

To award the contract for the printing and distribution services for Norwich City Council's Citizen Magazine to the best value supplier (s) (outcome of the procurement process to be advised at the meeting) for the period 1 April 2020 to 31 March 2024.

Corporate and service priorities

The report helps to meet all the corporate priorities.

Financial implications

The award figure will be advised at the meeting. The annual contract (s) to be funded from existing general fund budget. This annual cost is subject to any Royal Mail postage increases that will be passed on to the council.

Ward/s: Mutiple Wards

Cabinet member: Councillor Waters - Leader

Contact officers

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Report

Introduction

1. Previously the council had two separate contracts for the printing and distribution of the citizen magazine. Both contracts are shortly ending so approval was granted to retender both requirements within one tender package.
2. The tender will give the council the opportunity to award two separate contracts as we currently have or to give an opportunity for a single supplier to provide both services. The recommended award route would now provide the best value for money option to provide these services.
3. Having a high-quality, plain speaking publication like Citizen gives the council the opportunity to reach every household within the city council's boundary to pass on important information about the essential services that our residents and businesses rely on us to provide. Producing and delivering a hardcopy version of the magazine to homes means we purposely use all the available channels to reach our residents and businesses – this includes online content and social media channels as well as more traditional methods such as letters and Citizen magazine.
4. Feedback from Citizen readers has regularly and repeatedly shown that the clarity of content regarding the council's services and the overall quality of this in-house produced publication are held in high regard.
5. Here are four comments received about Citizen magazine in 2019 to illustrate this:

- 1) "I just wanted to say AMAZING JOB on the recent issue of the citizen. More amazing are the achievements inside, especially with food waste recycling. I am a big environmentalist and was about to start putting my own leaflets through peoples doors about using their food waste caddy as yours came thorough the post.
"Also the cycle lanes being improved is awesome, and the eco-hero stuff! I just really appreciate what the city council is doing to make our city greener and more sustainable. I feel proud to call this city my home".
- 2) "I work as a volunteer teaching English to newcomers to Norwich and think that 'The Citizen' is a very useful text from which to assist groups, not only to know what is happening in the city and to gain a sense of belonging, but also to read and understand important vocabulary in simple and straightforward sentences, designed for everyone, in an attractive format".
- 3) "Many congratulations on the latest issue of Citizen. It shows what public bodies can do: readable, positive, well laid out, informative and the ads don't crowd out your text. Well done!"
- 4) "Many congratulations on the clarity and excellent information in Citizen. As a relative newcomer to Norwich I am constantly surprised at what a truly wonderful city it is and one to be very proud of. "The magazine adds regularly to my knowledge of how things go on - mostly behind the scenes - and what great services are on offer.

"Please thank all those in the council and beyond who work tirelessly to make Norwich the interesting and welcoming place it is to live with our wider family."

Procurement Process

6. The procurement exercise will adhere to Norwich City Council's contract procedures. It will be conducted fairly, transparently, in an open and regularised way that conforms to relevant legal requirements.
7. An open tender opportunity was advertised on the council's e-procurement portal and contracts finder on 12 February 2020.
8. Suppliers will be asked to submit details of their organisation in terms of finance, contractual matters, insurances, quality assurance, environmental standards, health and safety, equality and diversity credentials and previous experience in the relevant provision. These aspects will be evaluated to ensure that suppliers meet the council's basic requirements.
9. Suppliers will also be asked to submit details in the form of method statements proposing how they will meet the requirement to deliver the package of services and a price for either one aspect of the need or both. These will be evaluated when it has been confirmed that the suppliers meet the council's basic requirements.
10. The contract(s) period is for an initial two year term with an option to extend for another two years in one year increments, dependent on performance.

Tender Evaluation

11. The selection process requires suppliers to complete a questionnaire. Responses are evaluated against pre-determined criteria. This quality assessment carries a maximum of 40% of the marks. The lowest price for each service type will be allocated 60% of the marks and marks deducted, pro-rata, with each increasing tender price. The supplier with the highest total score(s) was deemed the best value submission(s).

AWARD

12. As the evaluation process for this requirement will extend past the date for issuing this report both the recommended supplier(s) and contract value are not known at this time.

Both items will be available in readiness for the details to be reported at cabinet on 11 March 2020.

Integrated impact assessment



NORWICH
City Council

The IIA should assess **the impact of the recommendation** being made by the report

Detailed guidance to help with the completion of the assessment can be found [here](#). Delete this row after completion

Report author to complete

Committee:	Cabinet
Committee date:	11 March 2020
Director / Head of service	Nikki Rotsos
Report subject:	To award a contract(s) for the printing and distribution services for Norwich City Council's Citizen Magazine
Date assessed:	19/02/2020

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	This procurement process ensures the Council achieves the best value for money. In comparison to previous tender returns, it is competitively priced.
Other departments and services e.g. office facilities, customer contact	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial inclusion	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As above
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<u>S17 crime and disorder act 1998</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Human Rights Act 1998	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Health and well being	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	Impact			
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Magazines printed on paper from sustainable sources. Distribution not using plastic wrapping. Fully recyclable from home.
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Magazines printed on paper from sustainable sources. Distribution not using plastic wrapping. Fully recyclable from home.
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments

	Impact			
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Recommendations from impact assessment				
Positive				
Negative				
Neutral				
Issues				