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Planning

Vendor-Managed Portal for Print, Mail, Fulfilment and Associated Services

Efficiency East Midlands

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Description

EEM is working with its partner and Representative, Meta Procurement Ltd, to create a Vendor-Managed Portal for Print, Mail, Fulfilment and Associated Services that provides best possible value and service to our members and the wider public sector.

EEM is undertaking preliminary market engagement (PME) to seek views from the market regarding the planned procurement of a single-vendor managed portal to enable public sector organisations to efficiently procure print, mail, fulfilment, and associated services through a one-stop-shop digital platform.

This PME exercise is issued in accordance with the Procurement Act 2023 and is not part of a formal procurement process. No organisation will be prejudiced by its response or non-response, and this engagement does not guarantee inclusion in any future procurement activity. However, supplier feedback will play an important role in shaping our requirements and procurement approach.

The proposed Service Delivery Model will be a single appointed vendor to develop and manage a procurement portal, aggregating and managing a supply chain to deliver:

- a) Printing (standard, secure, hybrid, bulk)
- b) Mailing and fulfilment
- c) Finishing and design services
- d) Secure and specialist formats (e.g., Braille, cheque production, plastic cards)
- e) Reporting, analytics and sustainability tracking
- f) End-to-end managed service with supplier onboarding, training, and support

Targeted users will be Local authorities, housing associations, NHS, education, blue light and other public bodies eligible to use EEM frameworks.

The framework duration will be 4 years with a possible 2-year extension.

The intended contract model will be a Vendor-managed fee-based model (including service fees, transaction-based pricing, and performance-based incentives).

The appointed vendor will be responsible for developing, maintaining, and managing the portal while ensuring seamless access to multiple service providers under the framework.

Objectives

The portal aims to:

1. Provide a single point of access for public bodies to procure all services for printing, mailing, fulfilment, and associated services efficiently.
2. Ensure a fully managed service, where the vendor oversees supplier management, order processing, and reporting.
3. Enhance transparency and cost efficiency by allowing price comparisons and budget tracking.
4. Promote sustainability and digital transformation by offering paperless workflows and eco-friendly procurement options.
5. Improve service accessibility through a user-friendly digital platform with real-time tracking and analytics.

Scope of Services

The appointed vendor will be responsible for:

- Developing and maintaining the procurement portal to facilitate seamless transactions.
- Onboarding and managing suppliers across printing, mailing, fulfilment, and associated services.
- Ensuring compliance with public sector procurement regulations and data security standards.
- Providing customer support and training for buyers and suppliers using the platform.
- Delivering analytics and reporting capabilities for spend analysis, usage tracking, and sustainability metrics.

Key Features of the Portal

a) Comprehensive Service Catalogue

- Centralised listing of available for printing, mailing, fulfilment, and associated services.
- Ability for buyers to compare service options, costs, and sustainability credentials.
- Customisable procurement packages based on organisational needs.

b) Online Procurement Workflow

- Digital quotation requests and price comparison functionality.
- Online order placement with automated approval workflows.
- Real-time job tracking from submission to delivery.
- Secure payment processing and invoice management.

c) Supplier Management & Integration

- Vendor-managed supplier onboarding, performance tracking, and quality control.
- Integration with ERP and financial systems for seamless procurement operations.
- API compatibility for linking with government document management systems.

d) Analytics and Reporting

- Real-time dashboards for monitoring expenditure and service usage.
- Sustainability tracking, including carbon footprint calculations.
- Performance insights to help public sector buyers optimise procurement decisions.

e) Security and Compliance

- Adherence to GDPR and public sector procurement regulations.
- Role-based access control for secure data handling.
- Full audit trails for procurement transparency and accountability.

Responsibilities of the Vendor

The appointed vendor will:

- Develop, host, and maintain the procurement portal with high availability and scalability.
- Ensure seamless onboarding and management of the supply chain.
- Provide a fully managed service, including customer support and dispute resolution.
- Deliver innovation through continuous platform enhancements and new digital features.
- Guarantee compliance with procurement legislation and data protection standards.

The scope of the goods and services offered through the portal should have a comprehensive supply chain that covers all services for printing, mailing, fulfilment and associated services, that will be utilised by EEM Members to meet their individual needs. The supply chain should be capable of offering a wide range of printing, fulfilment, mailing and associated services including all types of finishes in black and white or colour printed material, but not limited to, the requirements detailed within this specification which may expand as new Members join EEM over the term of the Framework. On occasion, Members may have an urgent printing or an unscheduled mailing requirement, therefore via the Portal, the supply chain must be capable of offering a quick turnaround service.

The Service Provider shall provide a designated support / helpdesk for the Framework Agreement with the following level of support:

- Have the right relevant skills, knowledge and expertise to provide support to Members.
- Ensure that adequate and appropriate resources are always available.

- The Helpdesk shall be available from Monday to Friday 08:30 to 16:30 excluding UK Bank Holidays.

The Service Provider, either by itself or through the approved supply chain shall be able to assist Members with full end to end print management support, from the concept stage, assisting Members in defining the best solutions to meet their print needs, through to the full operational delivery of the required services using the most cost efficient and effective methodology and provide regular communications to Members with updates, this may also include providing drafts of prints for approval before commencing the printing.

The type of goods and services to be offered through the portal by the approved supply chain will include, but not limited to:

- a) Direct and Transactional Mail
- b) Bulk Print
- c) Print Production
- d) Finishing Services & Fulfilment
- e) Hybrid Mail
- f) Finishing Services & Fulfilment
- g) Mail Sorting and Materials

Commercial tool

Establishes a framework

Contract dates (estimated)

- 1 December 2025 to 30 November 2029
- 4 years

Main procurement category

Services

CPV classifications

- 22000000 - Printed matter and related products
- 72000000 - IT services: consulting, software development, Internet and support
- 79820000 - Services related to printing

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

12 June 2025

Engagement process description

We are particularly interested in supplier views on:

- a) Feasibility of delivering a single-vendor managed portal covering the full scope.
- b) Suggested commercial and pricing models (transactional, subscription, mixed).
- c) Portal capabilities, such as usability, ERP integration, reporting, hybrid mail.
- d) Supply chain management and onboarding processes.

- e) Support, training and helpdesk capability.
- f) Value-added features, such as secure printing, carbon tracking, accessibility.
- g) Innovation in procurement technology and sustainability.
- h) Risks and mitigations related to implementation and operation.

7. How to Respond

Please complete the questionnaire at Appendix A and return via email to mark@metaprocurement.org no later than 6th June 2025.

We may also invite a selection of respondents to participate in follow-up in one-to-one conversations to explore feedback further.

Please note this is not a call for competition or a procurement exercise. Responding to this notice does not guarantee future involvement.

Next Steps and Timeline

Issue PME - 19th May 2025

Deadline for Responses 6th June 2025

Follow-up Supplier Sessions 9th to 13th June

Anticipated Tender Publication September 2025

Contract Start December 2025

PME Supplier Questionnaire

1. Please describe your experience in delivering vendor-managed digital portals.
2. Can your solution support the full range of services described in the draft specification?
3. What pricing model(s) would you propose (e.g., fixed, transactional, subscription)?
4. How would you manage onboarding and performance of a multi-supplier supply chain?
5. What innovations (technical, sustainability, usability) would you bring to this service?
6. Are there any commercial or operational risks you foresee with the proposed model?

7. What level of support can you provide to public sector users?

8. Would you be interested in participating in a follow-up conversation?

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

1 September 2025

Contracting authority

Efficiency East Midlands

- Companies House: 07762614

3 Maisies Way

Alfreton

DE55 2DS

United Kingdom

Contact name: Mark Stephens

Telephone: 07973385737

Email: mark@metaprocurement.org

Website: <https://metaprocurement.org/>

Region: UKF12 - East Derbyshire

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

Meta Procurement Ltd

Summary of their role in this procurement: Procurement Partner

- Companies House: 13864148

Peveril Drive

Nottingham

NG7 1DE

United Kingdom

Contact name: MARK STEPHENS

Telephone: 07973385737

Email: mark@metaprocurement.org

Region: UKF14 - Nottingham

Contact organisation

Contact [Efficiency East Midlands](#) for any enquiries.