

Project Title	[REDACTED]		
Contact Person	[REDACTED]	Position	[REDACTED]
Contact Information	[REDACTED]	Approx. Annual Budget	£250,000 per annum
Contract Dates	Jan 2013 – Mar 2022	Sector	Public Sector

CONTRACT OVERVIEW

W&G Baird have been responsible for the successful delivery of full colour print to the [REDACTED] from January 2013 ranging from small run digital print, large format, and exhibition projects to high volume litho print and newspapers.

We have worked closely with each of the [REDACTED] to provide a bespoke and tailored print solution to cover the [REDACTED] individual requirements ensuring that delivery deadlines are met, budgets are adhered to, and that the [REDACTED] receives the maximum return on investment for its print spend.

PRINT OVERVIEW

Throughout the lifetime of this contract, we have been responsible for producing a wide range of printed items while suggesting alternative new products and options in all areas including quality, innovation, environmentally friendly options, and potential cost savings.

Digital Print	Litho Print	Large Format Print	Web / Other
[REDACTED]			

FINISHING AND COLLATION OVERVIEW

W&G Baird have provided a wide range of finishing and collation options to the [REDACTED] all undertaken in house, including,

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

W&G Baird have offered specialist finishes including [REDACTED], signage, and die cutting of punched out folders. Each of the above finishes have been carefully managed to ensure that all projects were delivered on time.

PACKING, STORING, DELIVERY AND DISTRIBUTION OVERVIEW

Over the lifespan of this contract, we have been responsible for a number of complex distribution projects as well as the packing and delivering of all jobs across multiple campuses, in time for events or preparing items for Royal Mail campaigns including Door2Door and BT Zones

campaigns. [REDACTED]

There is no delivery instruction which we cannot achieve from shrinkwrapping in specific amounts or boxing jobs, individual enveloping, packing onto specific pallets, or delivering to specified rooms on campus. We operate our own extensive fleet of delivery vehicles and have agreements in place with several local courier companies to ensure logistics availability at all times. Each of our deliveries are accompanied by a detailed delivery note that includes contact people, order numbers and quantities. An electronic copy of the signed delivery note can be provided to the [REDACTED] when requested. At times W&G Baird have also stored items at our secure 25,000 sq. ft warehouse in Antrim on behalf of the [REDACTED], we are pleased to continue to offer [REDACTED] of printed matter should it be required.

TIMEFRAMES

Given the variety of the jobs undertaken for the [REDACTED] turnaround times have ranged from a [REDACTED] in the case of urgent jobs required on the [REDACTED] to larger projects across [REDACTED], e.g., [REDACTED] at various times throughout the year. W&G Baird have successfully delivered [REDACTED] and similar publications on the [REDACTED] of the [REDACTED].

At the beginning of each project W&G Baird agree upon the required delivery date with the nominated [REDACTED] representative and work closely with our skilled production team to identify the key milestones that must be achieved to meet with these expectations including paper order and artwork sign off. W&G Baird have consistently met with the [REDACTED] turnaround times across all of the broad range of printed materials required.

ADDED VALUE

W&G Baird work closely with the [REDACTED] representatives at every stage of the process for every project, our account managers are on hand at all times to offer advice on potential [REDACTED] and [REDACTED] printed [REDACTED], for example ensure [REDACTED].

Our account managers advise on [REDACTED] and are available at the initial stages of projects, for example reducing the [REDACTED] or [REDACTED]. This advice ensures that the [REDACTED] receives the [REDACTED]. Our account management team provide advice on [REDACTED] while also informing the [REDACTED].

CONTRACT STAFFING

Across the lifetime of this contract each of the [REDACTED] who in turn is supported by the highly trained [REDACTED]. Our knowledgeable staff are available to the [REDACTED] at anytime to assist with upcoming projects or provide updates on live work. Each member of the team, including our production staff, have all got first-hand knowledge of the current [REDACTED] as well as other [REDACTED]. This experience and knowledge are unrivalled, with many of the team having [REDACTED] within the industry to ensure that we are best placed to

continue to provide a high quality and unique service to the [REDACTED]. The team are always available to report on the [REDACTED].



Project Title	<i>Print and Delivery Services</i>		
Contact Person	[REDACTED]	Position	[REDACTED]
Contact Information	[REDACTED]	Approx. Annual Budget	£500,000 per annum
Contract Dates	2016 - Ongoing	Sector	[REDACTED]

CONTRACT OVERVIEW

W&G Baird have provided a wide range of print services to [REDACTED], [REDACTED], [REDACTED], this has required a large degree of flexibility in turnaround times, including [REDACTED]

PRINT OVERVIEW

Through the lifetime of this relationship W&G Baird have been responsible for the production of a range of printed materials, including but not limited to

Digital Print	Litho Print	Large Format Print
[REDACTED]	[REDACTED]	[REDACTED]

The printing of these items have included everything from [REDACTED] [REDACTED] the [REDACTED], each project undertaken to the highest possible degree of quality to reflect the prestigious nature of the client and produced within strict, often variable timeframes.

FINISHING AND COLLATION OVERVIEW

Throughout the course of this contract W&G Baird have delivered a wide variety of specialised finishes, all completed in house by our experienced production team

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

In addition, we have undertaken several specialised finishing procedures, managing a range of [REDACTED] including [REDACTED] managing the process efficiently and effectively from the beginning to the end of the process.

PACKING, STORING, DELIVERING AND DISTRIBUTION OVERVIEW

Through the lifetime of this contract W&G Baird have delivered several complex packing and distribution jobs including the widespread delivery of items to various [REDACTED] throughout the UK on a same day or a next day basis. This has required real-time and often live tracking information to be supplied to [REDACTED] to ensure that the strictly required delivery timescales were met and that prior booked delivery slots were adhered to.

The wide variety of jobs undertaken has required a versatile approach to packing with all items packed in suitable boxes or containers, shrinkwrapped to certain amounts all while ensuring that no items have ever been damaged in transit. Our account manager has also personally delivered items to [REDACTED] stores with the accompanying paperwork when called upon, including on weekends when required.

Each of our deliveries have been accompanied by a detailed delivery note, often including specific reference to [REDACTED] versions to ensure they reached the correct department of a [REDACTED] stores in a timely manner.

TIMEFRAMES

With the wide array of jobs undertaken with [REDACTED] turnaround times have ranged from weeks on larger long scale brochure publications to same day turn around for some items. Recently with a change in [REDACTED] called upon W&G Baird to produce an urgent leaflet job of several thousand copies, this was delivered within 24 hours of notice utilising our fluid production schedule, readily available stocks of paper and ability to comply with demand.

ADDED VALUE

At the beginning of each project W&G Baird provide a quotation to [REDACTED] detailing all the costs associated with a project to ensure that the brief fully complies with the required specification and can be delivered on time and within the prior agreed budget, this is managed through the nominated account manager. W&G Baird work closely with the [REDACTED] team to determine the key milestones that must be achieved to meet with the expected end delivery date.

[REDACTED] called upon their account manager to provide a personally tailored consultation on the most practical and efficient method of production for the [REDACTED] leaflets to ensure an uninterrupted supply. At this meeting our account manager was able to make recommendations [REDACTED], [REDACTED]
[REDACTED]
[REDACTED]

CONTRACT STAFFING

Across the lifetime of this contract [REDACTED] have been assigned a [REDACTED] who oversees all jobs undertaken on their behalf. The [REDACTED] is supported by [REDACTED] [REDACTED] in W&G Baird to ensure that [REDACTED] can always communicate with a knowledgeable and informed member of the team on the progress of jobs

W&G Baird are uniquely placed to offer the [REDACTED] the print services outlined in this tender, in addition to [REDACTED] a host of sectors across Ireland and the UK.

With the [REDACTED], coupled with our extensive experience and purchasing power, W&G Baird are uniquely positioned to offer the [REDACTED] a complete and full-service [REDACTED] encompassing everything from digital, litho, exhibition materials and internal & external signage, and all items in between. This broad range of services places us in the best position to handle every order from the [REDACTED] at large volumes, high quality and at times of peak production as we retain control of all manufacturing processes allowing us to preserve deadlines, costs, and excellence standards. Exacting our own high-quality standards ensures that the [REDACTED] brand guidelines are strictly adhered to and that every project maximises the [REDACTED].

W&G Baird can guarantee our ability in meeting the timeframes specified within the tender documentation for orders, in fact our capacity and streamlined systems allow us to pledge that these items can be produced in shorter leadtimes should it be required by the [REDACTED].

SERVICE DELIVERY TIMETABLE

<i>Receipt of Enquiry</i>	[REDACTED]
<i>Quotations</i>	[REDACTED]
<i>Confirmation of Order</i>	[REDACTED]
<i>Proofs</i>	[REDACTED]

PRODUCTION DELIVERY TIMETABLE

<i>Digital and Small Litho</i>	E.g., postcards, invites and leaflets	[REDACTED]
<i>Large Format and Exhibition</i>	E.g., rollup banners, posters, internal and external signage, mesh, and vinyl banners	[REDACTED]
<i>Medium Litho</i>	E.g., booklets, brochures, reports, or promo literature	[REDACTED]
<i>Large Scale Litho</i>	prospectuses, magazines, direct mail, newspapers and folders	[REDACTED]

ALLOCATION OF RESOURCES - W&G Baird have been responsible for the provision of print services to the [REDACTED]. We are confident that this [REDACTED] allows us to assure the [REDACTED] with our vast resources, robust supply chain and network of external suppliers W&G Baird can command quality, cost savings and promised delivery dates.

PEOPLE -W&G Baird propose that as currently in place, each of the [REDACTED] would be appointed their own dedicated and knowledgeable account manager, in turn supported by an experienced customer service team, all overseen by the contract manager. All members of W&G Baird staff have completed an [REDACTED] to build product knowledge, understanding of processes and customer service, our training is appraised every [REDACTED].

With the largest and most knowledgeable team in Ireland the continuity of a quality service can be maintained, and that the [REDACTED] would experience no interruption in their print supply. With each [REDACTED] receiving their own account manager this ensures that the [REDACTED] needs can be continually met, even at times of peak demand. Additional details on the experience of our account management team can be found in subsequent questions AC2 and AC3. Our account management team would be available at all times on a same day basis [REDACTED] with meetings (either virtual or in-person as required by the [REDACTED]) as often as required, as well as through telephone and email.

Our contract management team, including the account managers are constantly innovating to develop new, unique, and [REDACTED] can continue to benefit from, for example [REDACTED]. The account manager delivered a detailed project plan that included the key milestones to be achieved to ensure that the project was delivered on time as well as various distribution options allowing the [REDACTED].

PREPRESS - Our prepress department operates the most high-tech equipment available to any printing company in the UK, we can accommodate almost any file submission through a range of different means and [REDACTED].

PLANT - In any twenty-four-hour period, W&G Baird can print [REDACTED] booklets and [REDACTED]. This [REDACTED] capacity ensures that there are more than adequate resources available to fulfil all requirements that the [REDACTED] may have. We are happy to provide a complete copy of our plant list upon request or would welcome [REDACTED] representatives to visit our manufacturing facility in Antrim to demonstrate the machinery available. With the [REDACTED] at our disposal in house we are best placed to progress any job required through the relevant department to ensure that the [REDACTED] receives the best possible finished product regardless of size. In addition to our traditional litho print offerings we operate a sizeable digital and large format graphic production division to produce exhibition and signage matters dispensing with the need for any minimum print run quantity.

MATERIALS - W&G Baird are one of the largest paper and print material buyers in Ireland and the UK and have worked hard to build up our line of available stocks and suppliers. [REDACTED]

DELIVERIES - W&G Baird operate [REDACTED]. This arrangement allows us to guarantee the delivery of a quality service and on time deliveries to each of the campuses for all the individual [REDACTED].

CAPACITY AND PARTNERSHIPS - In addition to our own extensive capacity W&G Baird are exclusive in [REDACTED].

[REDACTED]

SOFTWARE SOLUTIONS AND STREAMLINING - Throughout our history we have been quick to adopt new technologies and have remained at the forefront of our industry. The most recent addition to our factory was the installation of two folding machine robots and reel-fed paper technology to our press which have allowed us to offset some of the increasing costs of raw materials allowing [REDACTED]

The [REDACTED] can continue to take advantage of our [REDACTED], both of which allow artwork to be directly uploaded to our prepress servers. Automatic checks are performed including the confirmation of bleed, sizing, and low-resolution images with soft copy proofs available almost instantaneously.

W&G Baird have used our MIS system to put into place [REDACTED]
[REDACTED] continue to deliver a quality service. [REDACTED]
[REDACTED] and can be tailored to suit each [REDACTED] individual requirements.

W&G Baird are currently building a ' [REDACTED], [REDACTED]
[REDACTED]

ADDITIONAL ADDED VALUE - Through our experience on this [REDACTED] as well as through other similar sized contracts W&G Baird have developed [REDACTED]
[REDACTED]. This can be discussed on an individual basis to ensure
[REDACTED] partnerships with many of our educational clients.

W&G Baird would also be able to offer the [REDACTED]
[REDACTED]
[REDACTED] warehousing capabilities. [REDACTED]
[REDACTED]

W&G Baird are the only company in [REDACTED]
[REDACTED]. Our knowledge and experience in environmentally friendly materials and processes can be taken advantage of by the [REDACTED] to offer a greener print publication, for example the recent [REDACTED]. This, coupled with our ISO14001 environmental means that W&G Baird operate with minimal impact to the environment, including reducing and recycling

waste and energy usage. [REDACTED]
[REDACTED]

MANAGEMENT OF THIRD PARTIES - The vast majority of the work undertaken for the [REDACTED] would be undertaken in house at W&G Baird, where we need to call upon one of our partners or outworkers, [REDACTED]. [REDACTED] be assured that each of these companies have been [REDACTED].

QUALITY CONTROLS - W&G Baird confirm that all items produced on behalf of the [REDACTED] [REDACTED]. This will be achieved through adherence to our written standards of best practice developed in-line with our ISO certifications which ensure that product quality is checked at every stage of the process. We have a renowned reputation for producing some of the most prestigious publications, [REDACTED]. Our unrivalled experience in producing these publications gives us a bespoke insight into measures that must be taken through production to ensure that the final publication is of the highest possible quality while maintaining the [REDACTED] budget.

In addition to our in-house and full-time quality manager who oversees the quality aspects of every job produced on behalf of the [REDACTED], W&G Baird are certified to the ISO9001 quality standard, ISO14001 environmental standard, FSC certification and [REDACTED]. In addition, all our procedures are in line with [REDACTED]. These internationally recognised standards assure that the [REDACTED] will be provided with an unparalleled high-quality service and product for the lifetime of the contract.

PREPRESS – QUALITY At artwork submission prepress checks for colours, crops, bleed, and resolution amongst other parameters. We work closely with the [REDACTED] at this stage to ensure that each project is set up to achieve the highest standard of finish.

PRINTING – QUALITY - In addition to our ISO quality certification W&G Baird operate a comprehensive quality policy through all our printing machinery, our plant reflects our ability to fulfil any job at any time. W&G Baird operate [REDACTED]
[REDACTED]
[REDACTED]

COLLATING AND FINISHING -QUALITY - We can offer [REDACTED]. Our binder operates with cameras at each feeder and our stitcher operates using a [REDACTED] to ensure that no job can be bound or finished with the incorrect sections or in the incorrect order. In addition, our digital team test the erection of banners prior to despatch to ensure working orders. All [REDACTED]
[REDACTED]

PACKING AND DELIVERING – QUALITY -Our sophisticated MIS system allows us to control every aspect of a job through production through to the distribution, packing and delivery to include specific packing instructions or delivery to a specified [REDACTED] ensuring that no job undertaken on behalf of the [REDACTED] is delayed due to logistics.

W&G Baird pride ourselves [REDACTED] utilising the most sophisticated printing equipment in the province. With our level of unequalled experience in [REDACTED] W&G Baird and the ability to appoint each [REDACTED] their own personal account manager are uniquely placed to offer the highest quality service delivery to the [REDACTED] across the lifetime of the contract. [REDACTED] standard of service while receiving the highest return of investment in their printed publications.

STAFFING LEVEL THROUGH THE CONTRACT - We are acutely aware that our staffing levels directly impact on the level of service that we can offer to the [REDACTED], we would propose the following staffing structure for the duration of the contract;

<i>Contract Manager</i>	<i>Account Managers</i>	<i>Customer Service</i>	<i>Production Managers</i>	<i>Prepress Operators</i>	<i>Production Operators</i>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

CONTRACT MANAGEMENT TEAM OVERVIEW - With much of our work focused [REDACTED] W&G Baird hav [REDACTED] undertaken for our contracted clients like the [REDACTED] in completed to the highest level of quality, delivered on time and withing the pre-agreed budget. This highly specialised team have several years of experience in managing contracts of similar scale and nature to this one, [REDACTED], W&G Baird would propose to nominate our Sales Director as the overall contract manager, and in turn, appoint each of the [REDACTED] their own dedicated and knowledgeable account manager to oversee the day-to-day running of the account. W&G Baird operate one of the largest print account management and customer service teams in Ireland.

CONTRACT MANAGER'S ROLE IN SUPPORTING THE COLLEGE -The contract manager would assume full responsibility for the contract within W&G Baird for the duration of the award, [REDACTED] The contract manager would hold the absolute authority within W&G Baird to commit on matters including but not limited to pricing, scheduling, delivery timescales, management of the account team, quality assurances, and the implementation of any KPIs. The [REDACTED] virtual or face-to-face as required) as well as on the phone and via email, any requests will be answered within a maximum of one working day.

ACCOUNT MANAGER'S ROLE IN SUPPORTING THE COLLEGE - Our large group of account managers allow W&G Baird to offer each of the [REDACTED] and ensures that we are best placed to offer an efficient, professional, and responsive high-quality service to meet with the [REDACTED] offer practical cost saving alternatives as well as offer advice and guidance on specification and manage 3rd party suppliers and subcontractors where required.

Each account manager has at least [REDACTED] in servicing similar contracts and this wealth of experience ensures that they will be able to assist in all matters relating to the contract.

SMOOTH RUNNING OF THE CONTRACT & KPIS AND REPORTING – Our experience in delivering [REDACTED] company, [REDACTED]. As one of the largest printers in Ireland covering everything from newspapers, litho, digital, signage and exhibition materials we can produce all the products detailed by the [REDACTED] within this tender from initial brief and prepress stages through production, to delivery and aftersales debrief.

The account manager for each [REDACTED] would provide the [REDACTED] with a [REDACTED] the [REDACTED] as specified within the tender as well as ensure invoicing was completely promptly. [REDACTED]

COMMUNICATION THROUGH THE CONTRACT - Communications throughout the contract would be centralised through each of the dedicated account managers and their customer service support. As detailed the account managers alongside the contract director would be always available to the College to oversee the successful delivery of all jobs and provide advice and guidance where required. [REDACTED]

[REDACTED] The Colleges would also be provided with a quick contact sheet detailing the contact information for all the shift supervisors as well as the 24hour lines to our prepress team and the factory floor. Any information received in this manner will be stored in our cloud-based management system and available instantly to all those involved in the contract ensuring a seamless delivery of all jobs, regardless of the urgency.

CRITICALLY MANAGED PATH - W&G Baird operate the widest array of production options within Ireland, including digital, exhibition, signage, and litho print, as such we have become the industry leaders in our field and each job follows a carefully managed critical path through our factory or our strategic partners.

<i>Job Brief</i>	[REDACTED]
<i>Estimating</i>	[REDACTED]
<i>Key Milestones</i>	[REDACTED]
<i>Order Processing</i>	[REDACTED]
<i>Scheduling</i>	[REDACTED]
<i>Artwork</i>	[REDACTED]
<i>Proofs</i>	[REDACTED]
<i>Reproofs</i>	[REDACTED]
<i>Approval</i>	[REDACTED]
<i>Print</i>	[REDACTED]
<i>Finishing</i>	[REDACTED]

<i>Weight Checking</i>	[REDACTED]
<i>Quality Checks</i>	[REDACTED]
<i>Delivery</i>	[REDACTED]
<i>Completion</i>	[REDACTED]

The College will be kept up to date at all stages of this path [REDACTED]
[REDACTED], available at Appendix A. this ensures that the College are kept fully up to date as every job moves through the production process ensuring the smooth running of the contract and dealing with any potential issue as it arises in an effective manner.

FEEDBACK PROCEDURES - W&G Baird strive to continually improve the service we provide to our customers. [REDACTED]

[REDACTED] meetings held as often as required by the client. However, the Colleges are welcome to provide feedback of any type at any point throughout the duration of the contract.

ESCALATION PROCEDURES - W&G Baird take any complaints very seriously and have implemented a comprehensive dispute escalation and resolution policy to ensure that the appropriate action is undertaken immediately to ensure no disruption to the College's print requirements. [REDACTED]

[REDACTED] In the unlikely event that all are unavailable through sickness or holidays, the College can contact any one of the internal customer service team. Once the problem is established, we would instantly send an inspection team, including the Contract Manager, to the required campus. [REDACTED]

During this process, our prime concern would be to ensure that any inconvenience or disruption to the College's activities are kept to a minimum. While this report process is ongoing, senior management and the Contract Manager would work together with the College to come to a solution amicable to both parties. Following the findings of the quality investigation a full written report will be produced outlining methods to identify how the fault occurred and to ensure that it is always avoided in future. These recommendations would be circulated to all our operators via internal memo. [REDACTED]

Should additional action be required or in the unlikely event a suitable resolution cannot be found W&G Baird and the College can [REDACTED]

[REDACTED]. This external escalation procedure ensures that an appropriate solution suitable to both parties can be agreed upon. W&G Baird take measurable steps at each stage of our production process to ensure the quality of all jobs we produce exceed our customer's expectations in every way.

W&G Baird are aware that printed publications represent a significant investment of budget and resources from the College and as such we propose to assign [REDACTED] of our [REDACTED]

CONTRACT MANAGER EXPERIENCE - As detailed previously W&G Baird would propose to nominate our Sales Director as the overall contract manager [REDACTED]. The contract manager would assume full responsibility on behalf of the College for the lifetime of the contract and hold absolute authority to commit on matters including but not exclusive to pricing, scheduling, delivery timescale and quality assurances.

The contract manager has over twenty years' experience within the print industry, beginning in production, moving to customer service before rising through the sales team to become Sales Director and part-owner of the company. This unique career path means that the contract manager can be on hand to help at all stages, in particular the prepress stage to guarantee the quick turnaround of proofs through company hierarchy and efficient process trouble shooting. The Contract Manager is heavily involved in W&G Baird's journey to carbon neutrality and is best placed to offer practical advice and solutions to the College through the duration of the contract. The Contract Manager will be always available to ensure that each of the Colleges receive the highest quality of service from their appointed manager.

The contract manager has [REDACTED], this gives him a unique insight into the requirements or managing orders [REDACTED]. Within the last three years the Contract Manager alongside the stated AM6 have been responsible for the successful delivery of the [REDACTED], the largest sheet fed print job undertaken in Ireland printing [REDACTED] and overseeing multiple finishing companies to ensure the on-time delivery of [REDACTED]

The contract manager works with current clients including [REDACTED] many of our monthly magazine contracts including [REDACTED] not only on a job-by-job basis but to strategically plan to ensure that printed materials make the maximum market impact, assist on technical matters, and offer best value for money advice. In the unusual occurrence he would also act as the contact point for dispute resolution, for example, [REDACTED]

[REDACTED]

ACCOUNT MANAGER EXPERIENCE - The Contract Manager would be supported by W&G Baird's experienced and knowledgeable sales team, with each of the Colleges appointed their own dedicated and knowledgeable account manager. Each account manager has between 10- and 30-years' experience in the print trade and have expertise in all aspects of sales and customer service from prepress, through production and delivery co-ordination. All our proposed account managers work with clients in the education as well as public and private sectors including the successful delivery of the [REDACTED]. An overview of each of the account manager's experience and their current and ongoing contracts are given below.

SENIOR ACCOUNT MANAGER ONE – a previous production director turned sales representative and account manager with over thirty years' experience within the print industry meaning they are

best placed to draw upon their wealth of knowledge to offer advice on turnaround times and project specifications while also highly experienced in a customer facing role.

AM1 is currently responsible for the successful management of our relationship with [REDACTED] as detailed in SC1 of this response. This has involved the successful management of working to essential delivery dates, including some next day delivery, operating within restricted turnaround times particularly the production and sign off of proofs at prepress stage as well as the continual order management for more than [REDACTED] called off for production over a period of months. AM1 liaises directly with the purchasing department in [REDACTED] to ensure that all orders are delivered on time and within the pre-agreed budget, they operate as the first point of call in any matter including resolving any potential issue that may arise, for example tracking details for orders delivered outside of Ireland.

SENIOR ACCOUNT MANAGER TWO - over twenty-five years' experience in the print trade centring on sales and customer service, they boast excellent communication skills, first hand knowledge of third party mailing of prospectuses and various distribution projects, and understanding of project briefs with the ability to make insightful suggestions to add value to any project.

AM2 is currently responsible for the management and delivery of many high-profile accounts including [REDACTED] for [REDACTED] at various points throughout the year. AM2 is heavily involved in the planning for these jobs including the sourcing of suitable FSC paper stock within the leadtimes involved as well as identifying and managing the key milestones to be achieved to successfully deliver on time to a range of newspaper locations throughout Ireland. They are responsible in ensuring that artwork files are processed through our prepress team and the communication of any potential issues to the client for quick sign off of files, on several occasions driving proofs personally to Dublin within 5 hours of receiving the files.

SENIOR ACCOUNT MANAGER THREE – twenty years' experience within the print trade with a long background in estimating to ensure that our clients receive the highest quality of advice at planning stages to ensure each publication undertaken is produced to the highest possible standard.

AM3 is currently responsible for the management of many of our [REDACTED] including [REDACTED] where large magazines are produced on a strict timescale to meet with Royal Mail requirements and pre-determined budgets. AM3 is also currently responsible for the order management of [REDACTED] on behalf of [REDACTED] where [REDACTED] the implantation of carbon balanced paper stocks and processes, and the assurance of available paper stocks.

SENIOR ACCOUNT MANAGER FOUR – a dedicated sales professional with over forty years' experience in the print industry, excellent in developing long standing relationships and ensuring that any job produced is of the highest possible quality and delivered on time.

AM4 is currently responsible for the delivery of several our [REDACTED] including [REDACTED] who produce more than [REDACTED] per year. AM4 is directly involved in the order management of these titles as well as [REDACTED] the [REDACTED] to ensure that a smooth service is maintained with each job being delivered on time and within the pre-agreed budget.

SENIOR ACCOUNT MANGER FIVE – a former printer with over thirty-five years' experience in the industry. Well versed in the technical capabilities of our plant to ensure that the Colleges can continually receive a quality service with maximum return on their investment. AM5 can offer a unique perspective to provide advice on how best to harness the newest innovations into practical applications for the College throughout the lifetime of the contract.

AM5 is currently in charge of several specialised and highly bespoke accounts [REDACTED] the [REDACTED] as well as [REDACTED] including [REDACTED] and [REDACTED] provide bespoke printed publications drawing upon their wealth of real-world experience. They are currently working with a number of prominent [REDACTED] to delivery monthly newsletters to [REDACTED] throughout Ireland, packed according to specific instructions and adhering to strict delivery timeframes.

SENIOR INTERNAL ACCOUNT MANAGER SIX – over ten years' experience within the print trade focusing on excellent customer service and the delivery of large-scale projects through internal project management with our production team including the successful order management and [REDACTED] and [REDACTED].

AM6 is currently involved in the day-to-day management of some of W&G Baird's largest accounts including [REDACTED] and the order management of hundreds of titles produced simultaneously, co-ordinating both the internal production team [REDACTED] [REDACTED]. This requires the management of complex order processes to ensure that all jobs are delivered within their scheduled timelines regardless of how many external third part services.

AM6 is also currently responsible for the production management of several of the [REDACTED] the day-to-day requirements [REDACTED] can be guaranteed of the highest level of service at every stage of production.

ACCOUNT MANAGEMENT SUPPORT 7 – fifteen years' experience within the print industry focusing on client communication and order management for clients including [REDACTED].

AM7 will act as a secondary point of support for each of the account managers in the event they are unavailable through holidays or sickness and has experience in the delivery of the current College contract.

GENERAL ACCOUNT MANAGEMENT EXPERIENCE - All our account managers [REDACTED] that can guarantee almost instant return of soft copy proofs to the College. Should the College experience any technical difficulty at prepress stage they can call upon their personal nominated account manager at any time who can facilitate the efficient passing of jobs for press.

W&G Baird operate a complete and comprehensive contingency and disaster recover policy across every aspect of our business, built from the experience in delivering this contract and contracts of a similar size and scope. [REDACTED]

CONTINGENCY MEASURES ACROSS OUR STAFFING - Each of W&G Baird's production shift patters allow for additional cover, so should an operative be absent due to illness our factory output would remain unaffected and jobs undertaken on behalf of the College would remain on schedule. [REDACTED]

[REDACTED] No job handled on behalf of the College would be interrupted due to lack of production staffing resource.

Similar patterns are employed across our office staff including cross training. Should a colleague be absent due to sickness or holidays [REDACTED]

[REDACTED] All proposed staff, including the account managers, have several years' experience in handling contracts of a similar nature and size, [REDACTED] confirming our ability to continually deliver a quality service to the Colleges.

The Colleges will have access to a key contact sheet including the mobile telephone numbers for all directors, account managers as well as the twenty-four-hour line to prepress and the factory floor should there be an out of office hours requirement and ensure that there is never an interruption to communication.

PANDEMIC CONTINGENCY MEASURES - W&G Baird remained fully operational across the Covid pandemic through a series of social distancing measures through our factory as well as enabling our office staff to work from home. W&G Baird are classified by [REDACTED]

[REDACTED] We have in place a full contingency agreement to ensure that production remains operational even in the event of illness outbreak and continued to service the [REDACTED] at the height of the pandemic.

DELIVERY AT TIMES OF PEAK DEMAND - W&G Baird [REDACTED] and as such are uniquely placed in offering the [REDACTED] in service even at times of peak demand. We operate 24hours a day, 6 days a week with the rotational shift patterns in place to increase this to 7 days when required. [REDACTED]

Our experience in delivering [REDACTED] need to be achieved, production methods followed, and order processes monitored to ensure that each job is delivered on time and to the highest of standards.

CONTINGENCY MEASURES ACROSS RAW MATERIALS - W&G Baird have excellent long-standing relations with several preferred suppliers across the UK, Ireland, and Europe to source the raw materials used in our production process including paper. For each of the raw materials we use we have put into place a number of provisions, including a buffer of [REDACTED] stocks to ensure that even if our supply chain is disrupted it will not affect the production or delivery of jobs undertaken on behalf of the Colleges.

PAPER - W&G Baird have recently made significant investments in [REDACTED] to allow us to operate both our presses on [REDACTED]. Not only does this reduce paper waste which [REDACTED]

As one of Ireland's largest paper buyers W&G Baird can offer unique warehousing solutions. We hold [REDACTED] across many different weights and sizes including FSC and carbon balanced stocks, which can be called upon at anytime should an urgent job arise. W&G Baird are uniquely placed in NI to avail of same day delivery from mills across the UK and Ireland, an option not available to other UK based suppliers.

We have in place [REDACTED] on a [REDACTED]. Should we encounter a problem with stock deliveries from one supplier, we are easily able to call upon another supplier to ensure there is no delay with the production of jobs produced on behalf of the College.

INK AND PLATES - W&G Baird maintain [REDACTED], maintained by a comprehensive supply contract to maintain this, required to produce any job at all times. This provision eliminates the possibility of shortages which could negatively affect the production of a job undertaken on behalf of the Colleges.

ELECTRICITY - To ensure that our plant is unaffected by power cuts W&G Baird have installed a [REDACTED] is caused to our production processes that could delay a job being produced for the College.

We are careful to [REDACTED]

Each of these proactive provisions ensure that should we be successful in this bid the Colleges would not experience any interruption to service or delay to jobs, despite the volatility of the current market.

DISASTER RECOVERY AND LOSS OF DATA - [REDACTED]

[REDACTED]

All key plant machinery is protected by an uninterruptable power supply to ensure that in the event of a mains failure and [REDACTED]

[REDACTED]. This ensures that no job undertaken for the College would be negatively impacted due to unprecedented circumstances.

CONTINGENCY MEASURES IN THE FACTORY - In order to further minimise disruption [REDACTED] allowing productions resources to be utilised in the even of an urgent or unexpected job for the College, even at times of peak demand.

In prepress our online software operates using [REDACTED] so even with the failure of one the other is able to automatically take over. In the unlikely event that both fail W&G Baird have access to traditional methods of artwork acceptance including disk, which can be collected by one of our vans from anywhere across Ireland at any time. We operate using two computer-to-plate systems, each one capable of meeting the factory's complete requirements.

[REDACTED] is setup and maintained with the same high standard quality controls including ink density and colour controls so the College can be assured that every job would be produced to the highest possible standard.

Our in-house bindery department operates six folding machines and a high-speed folding line and well as in house perfect and PUR binding, all with twenty-four hour, seven days a week shift capability. In the case of [REDACTED]

To further minimise any potential disruption W&G Baird are uniquely positioned in employing an in-house engineer who operates on a twenty-four call out status and capable of servicing all of our machinery. Further support agreements are in place with machine suppliers that can have engineers on site within a maximum of four hours to ensure that any production issues can be quickly and effectively addressed.

All key machinery is subject to [REDACTED]

CONTINGENCY MEASURES ACROSS TRANSPORT AND DELIVERY - In addition to our own fleet of vans we operate [REDACTED]

COLLEGE DASHBOARD

