# Card Bureau Access Package for All SAM Members

2018-19

**SAM➜**

# Contents

**Card Bureau Access Package for All SAM Members**

# Background

Smart Applications Management (SAM) is the trading name of South West Smart Applications Ltd, incorporated and registered in England and Wales (Company no 7205882, VAT no 133366035), whose registered office is at 14 High Cross, Truro, Cornwall TR1 2AJ ("SAM").
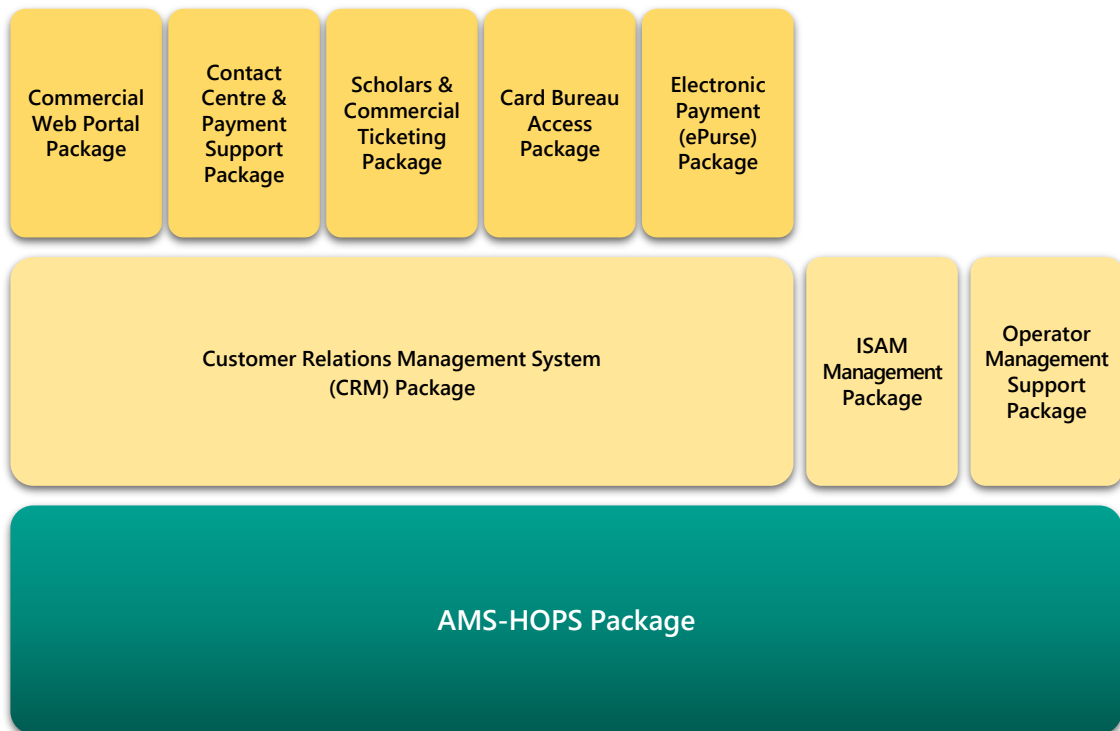
In 2016 SAM held a number of internal workshops and meetings with its Members, to develop and refine a series of customer specific support services (Packages) for the period April 2017 – March 2023.

**The SAM Managed Service**

The SAM Managed Service provides support via a series of individual support Packages which can be combined to provide a complete end-to-end managed service for smart and integrated ticketing, which best meets the needs of an individual SAM Member. Each Package is designed to support a specific Scheme requirement and has been developed by SAM using the experience gained through supporting its Members over the last 8 years.

The diagram below shows how the Managed Service is built upwards from the AMS-HOPS Package which forms the base of most Managed Service solutions. Members can then choose to build on the AMS-HOPS Package and add, for example, the CRM Package, or assist SME Operators through the addition of the Operator Management Support Package.

The SAM Managed Service has been designed to be flexible, to allow Members to add Packages as their Scheme grows and their requirements change.

# Card Bureau Access Package for:     All SAM Members

## Introduction

The Card Bureau Access Package offers SAM Members who receive the CRM Package, the opportunity to access card bureau services as part of a single simple Order Proforma, removing the need for a separate procurement/call off.

As a SAM Member, when purchasing a Managed Service package from us, you are not just getting access to the Bureau Supplier, but the support of a team dedicated to ensuring you can get the best out of your integrated smart system – however large or small that may be.

# How it Works

The cost of the Card Bureau Access Package is charged on a 'Pay As You Go' basis where the Member is billed on monthly basis by the Bureau Provider for cards and services used, at an agreed rate card price. The services available within the rate card are shown below:

| | Per Card Type | 1-500 | 501-5,000 | 5,001-10,000 | 10,001-25,000 | 25,001-50,000 | 50,001-100,000 | 100,001+ |
|---|---|---|---|---|---|---|---|---|
| **Card Design, Testing & Management** | | | | | | | | |
| Design Service | £ | | | | | | | |
| Initial CMS & Card Set Up, Encoding Config & Management (inc sQuid Retail Purse) | £ | | | | | | | |
| Initial CMS & Card Set Up, Encoding Config & Management (no sQuid Retail Purse) | £ | | | | | | | |
| Variation to Card Specification (i.e. additional product) | £ | | | | | | | |
| Change to Design | £ | | | | | | | |
| Cost per 10 Test Cards | £ | | | | | | | |
| **Printing & Encoding (unit cost per CMD2 card - Including card)** | | | | | | | | |
| 1 side colour & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| 2 side colour printing & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| 1 side colour, 1 side black text overlay & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| Laminate overlay (incremental cost) | | £ | £ | £ | £ | £ | £ | £ |
| Hologram (incremental cost) | | £ | £ | £ | £ | £ | £ | £ |
| **Printing & Encoding (unit cost per CMD2 card - Excluding card)** | | | | | | | | |
| 1 side colour & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| 2 side colour printing & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| 1 side colour, 1 side black text overlay & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| Laminate overlay (incremental cost) | | £ | £ | £ | £ | £ | £ | £ |
| Hologram (incremental cost) | | £ | £ | £ | £ | £ | £ | £ |
| **Printing & Encoding (unit cost per CMD2 card - card provided by Contracting Body)** | | | | | | | | |
| Encoding of pre-printed cards (& prining of card number) | | £ | £ | £ | £ | £ | £ | £ |
| **Printing & Encoding (unit cost per CMD7 card - Including card)** | | | | | | | | |
| 1 side colour & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| 2 side colour printing & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| 1 side colour, 1 side black text overlay & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| Laminate overlay (incremental cost) | | £ | £ | £ | £ | £ | £ | £ |
| Hologram (incremental cost) | | £ | £ | £ | £ | £ | £ | £ |
| **Printing & Encoding (unit cost per CMD7 card - Excluding card)** | | | | | | | | |
| 1 side colour & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| 2 side colour printing & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| 1 side colour, 1 side black text overlay & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| Laminate overlay (incremental cost) | | £ | £ | £ | £ | £ | £ | £ |
| Hologram (incremental cost) | | £ | £ | £ | £ | £ | £ | £ |
| **Printing & Encoding (unit cost per CMD7 card - card provided by Contracting Body)** | | | | | | | | |
| Encoding of pre-printed cards (& prining of card number) | | £ | £ | £ | £ | £ | £ | £ |
| **Printing & Encoding (unit cost per CMD4 card - Including card)** | | | | | | | | |
| 1 side colour & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| 2 side colour printing & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| 1 side colour, 1 side black text overlay & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| **Printing & Encoding (unit cost per CMD4 card - Excluding card)** | | | | | | | | |
| 1 side colour & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| 2 side colour printing & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| 1 side colour, 1 side black text overlay & Encoding | | £ | £ | £ | £ | £ | £ | £ |
| **Printing & Encoding (unit cost per CMD4 card - card provided by Contracting Body)** | | | | | | | | |
| Encoding of pre-printed cards (& prining of card number) | | £ | £ | £ | £ | £ | £ | £ |
| **Fulfilment & Postage (unit cost per card)** | | | | | | | | |
| Fulfilment with Individual Letters & Envelopes to Individual Addresses (excluding | | £ | £ | £ | £ | £ | £ | £ |
| Fulfilment to central address with Individual Letters & Envelopes (excluding postage) | | £ | £ | £ | £ | £ | £ | £ |
| Fulfilment to central address of bulk cards i.e. shrink wrapped (excluding postage) | | £ | £ | £ | £ | £ | £ | £ |
| Inclusion of up to 2 x flyers per envelope (incremental cost) | | £ | £ | £ | £ | £ | £ | £ |
| Inclusion of additional flyer (incremental cost) | | £ | £ | £ | £ | £ | £ | £ |
| Faster Fulfilment - 3 days or sooner (incremental cost) | | £ | £ | £ | £ | £ | £ | £ |
| **Miscellaneous** | | | | | | | | |
| Paper Input of Application Forms | | £ | £ | £ | £ | £ | £ | £ |
| Online Input - customer direct to bureau (no CMS) | | £ | £ | £ | £ | £ | £ | £ |
| Saving for 7 Working Day Fulfilment | | £ | £ | £ | £ | £ | £ | £ |

# Services Provided within the Card Bureau Access Package



- SAM assistance to identify best Bureau provider for the Member
- Access to the SAM Order Proformas
- Supplier management
- Provision of product definitions
- Product encoding testing
- Number range management
- Artwork provision (costed extra)
- Artwork advice
- Artwork QA
- Card format and apportionment advice

The SAM Card Bureau Access Package provides Members with access to three Bureau Service Suppliers through the National Procurement Framework, without the need for a Mini Competition.

Members can call-off orders directly from these Suppliers through the SAM Order Proforma.

Each Member provides SAM with their Bureau requirements and SAM then identifies the Supplier options and costs available to the Member in line with procurement requirements. SAM then will assist the Member in completing the relevant Order Proforma.

# Card Bureau Access Package Supplier Service Levels (SLA's)



- The Core SLA requirements of the Card Bureau Access Package provided to SAM by the Suppliers are based on time availability on a <u>monthly basis</u> and include:

  99.5% = Level of Bureau availability to the Customer

  99.5% = Level of confirmed, stable 2 way interface availability with all linked 3rd party systems.

  99.5% = Number of cards despatched to correct postal system in line with agreed Fulfilment timescales

Card Bureau Service Levels With Supplier

Full Details of the Service Level Agreement for the Card Bureau package are available within the Members Area of the SAM Website

# Technical Specification



Card Bureau
Technical Specificati

The Card Bureau Technical Specification from the National Procurement Framework is available in the Members Area of the SAM Website

# Cost of the Package

SAM **does not charge a Member for this service**.  The Member pays the Suppliers costs directly.

# Contact Us

To discuss the Card Bureau Package, please contact:

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