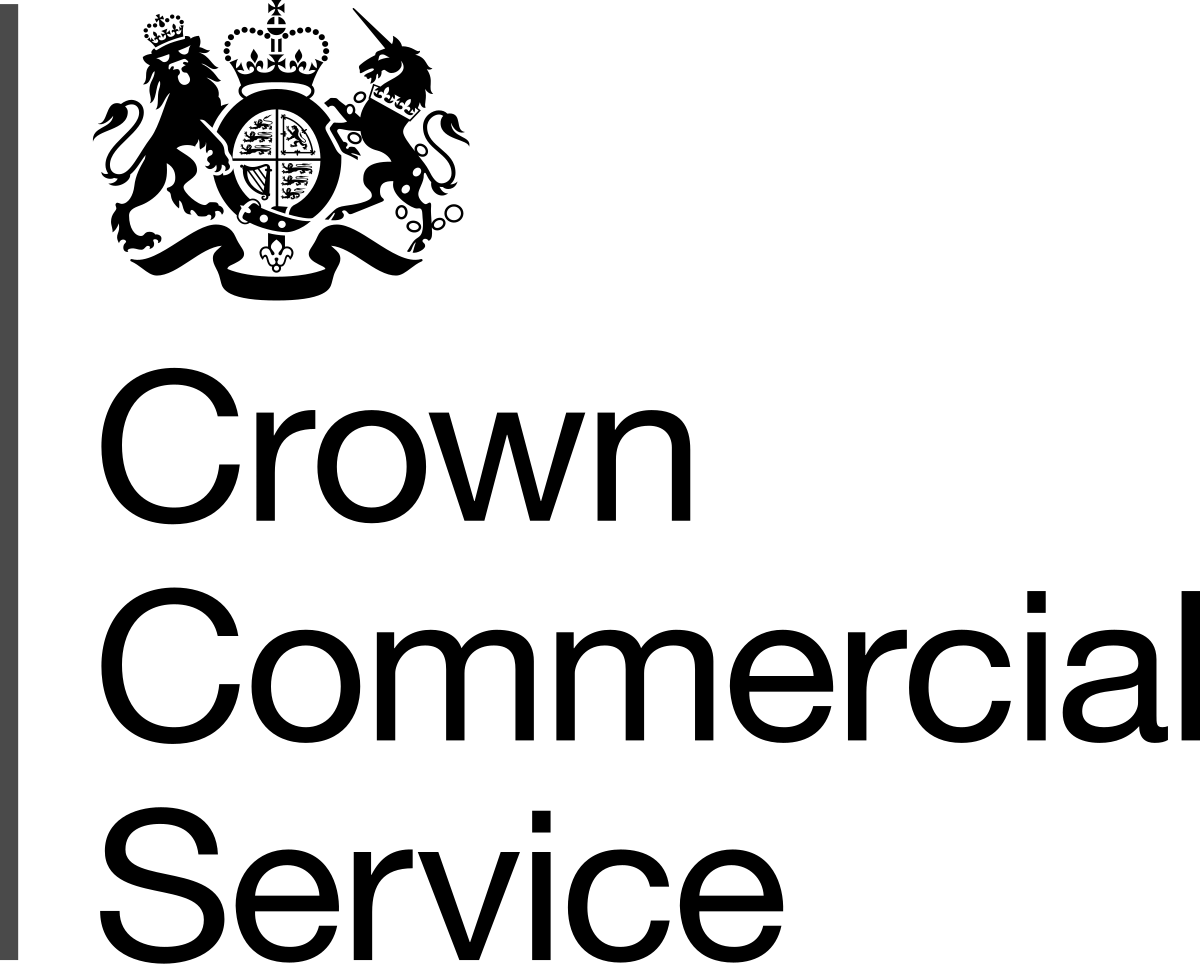
**Buyer guide**

RM6361

Multifunctional Devices (MFDs), GovPrint Hardware, Managed Print Services and Digital Workflow Software Services

# Key information

| **Category** | **Description** |
| --- | --- |
| **Agreement ID** | RM6361 |
| **Agreement name** | Multifunctional Devices (MFDs), GovPrint Hardware, Managed Print Services and Digital Workflow Software Services |
| **Agreement duration** | 4 years |
| **Start date** | 13th September 2025 |
| **End date** | 12th September 2029 |
| **Maximum contract length** | Multifunctional Devices: 5 years  Print room equipment: 7 years  Managed Print Service (Lot 3): 7 years |
| **Scope of the agreement** | Provides access to multifunctional devices, managed  print services, technical resources, digital workflow, cloud  solutions for digital transition and print consultancy  Services. Also included is a GovPrint service which has been designed to provide a shared print and scan service for GPA Hub clients and the wider Public Sector. |
| **Buying options** | Further competition (available for lots 2, 3, 4 and 5)  Direct award (available for lots 1, 2, 4 and 5 only) |
| **Can be used by** | All UK public sector organisations. For a full list of eligible  customers, please see the [authorised customer list](https://www.contractsfinder.service.gov.uk/Notice/Attachment/9dea32db-9c3b-46ac-bd7f-f7e598bf632b) |
| **Contract notice** | <https://www.contractsfinder.service.gov.uk/Notice/94567466-2d79-4045-b074-ada9010233ae> |
| **Contact details** | Email: info@crowncommercial.gov.uk  Telephone: 0345 410 2222 Crown Commercial Service (CCS) agreement manages this agreement in partnership with the professional buying organisations [YPO](https://www.ypo.co.uk/) and [ESPO](https://www.espo.org/). Customers should note that their queries may not be managed directly by CCS. |
| **Glossary** | [Procurement terms glossary](https://www.crowncommercial.gov.uk/glossary) |

# Agreement scope and suppliers

## Goods and services / Goods / Services

The goods and services you can buy through this agreement have been divided into 5 lots. See below for more information on each of these lots.

| **Lot** | **Lot name** | **Lot description** |
| --- | --- | --- |
| 1  2  3  4  5 | Multifunctional print devices (MFDs) and basic print management software  Multifunctional Print Devices (MFDs) Print Management and/or Digital Workflow Software and Associated Services  Multifunctional Print Devices (MFDs), Print Management and/or Digital Workflow under Managed Service Provision  GovPrint hardware, accessories and operational services  Print Consultancy Services | a condensed catalogue of multifunctional devices and basic print management software through the sole supplier's web-based online solution.  An extensive catalogue of MFDs ranging from entry level, standalone to fully networked. This lot also includes software options, cloud hosting, digital workflow solutions and interim technical resources  A managed print service to support and review current printing and document workflow practices. This will help you to consider new approaches in light of changing behaviours and you can adapt these services to your specific needs.  Provision of 9 hardware devices that include device management software and service and maintenance provision which are compatible with the GovPrint Cloud Service  Provides independent vendor neutral audits and consultancy services as well as advice on the software, digital workflow solutions and help develop the competition documents that you can use. |

For more detail about the services included in each lot and the sectors they are most useful for, please see annex 1.

## Suppliers

There are currently 11 suppliers on this agreement, divided between the lots. You can find a list of suppliers under ‘Products and Suppliers’ on the [RM6361 homepage](https://www.crowncommercial.gov.uk/agreements/RM6361) on the CCS website.

Suppliers who fail to meet the framework’s terms and conditions can be removed from the agreement at any time. Therefore, we suggest regularly checking the list of approved suppliers on the agreement homepage on the CCS website.

The framework Suppliers all have ISO 27001, ISO 9001 and Cyber Essentials accreditation.

To find a supplier’s current Carbon Reduction plan, open their [search entry](https://www.crowncommercial.gov.uk/?gad=1&gclid=Cj0KCQjw1_SkBhDwARIsANbGpFvke8M9KpL-a_Dv7vvz_ghBdQ_DV0DOI236iyAuyd6UDGXmTnvDmRUaAqmqEALw_wcB&gclsrc=aw.ds) and follow the link marked ‘Read this supplier’s Carbon Reduction Plan’.

## Pricing

You can get information on specifications and pricing models by contacting CCS using the information listed on the [RM6361 home page](https://www.crowncommercial.gov.uk/agreements/RM6361). When requesting pricing, please quote framework number RM6361 and state which Lots you want specifications and/or pricing for. Please note that the specifications and pricing is “Official Sensitive” and will include a Disclaimer for conditions of use.

The prices given do not include VAT and are the maximum price suppliers can ask for.

# How to buy

This list shows a step-by-step process of how to buy from this agreement.

| Step | Instruction |  |
| --- | --- | --- |
| Number One | Access agreement  Check your sourcing tool |  |
| Number Two | Engage with suppliers  Conduct pre-market engagement |  |
| Number Three | Create specification and evaluation criteria  Define your requirements  Design an evaluation approach |  |
| Number Four | Decide how to select your supplier  When to run further competition (Option A)  When to use direct award (Option B) |  |
| Number Five | Option A: Further competition  Shortlist suppliers  Invite suppliers to bid  Review proposals and evaluate suppliers |  |
| Number Six | Option B: Direct award  Select your supplier  Get approval |  |
| Number Seven | Communicate outcomes  Notify your suppliers |  |
| Number Eight | Complete your call-off contract  Put together and sign your contract  Publish your decision |  |

## 1. Access the agreement

Before using this agreement you should ensure that you have applied for and received the necessary budget approval and agreed your procurement strategy with your internal teams.

Buyers from the Central Government (including arm’s length bodies) also need to follow the Cabinet Office Spending Controls when buying common goods and services. Please check [spend controls guidance](https://www.gov.uk/government/collections/cabinet-office-controls) to check whether your tender requires pre-approval. You should also ensure that you follow the guidelines provided in [The Sourcing Playbook](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/987353/The_Sourcing_Playbook.pdf) published by the Cabinet Office.

You should also start thinking about what your requirements are, so you can obtain valuable insight from suppliers during market engagement. See section ‘Create specification and evaluation criteria’ for more information on what you should be considering when drafting your requirements.

### Check your sourcing tool

To communicate with suppliers and run the buying process, you will need to use email, or a sourcing tool. This can be your organisation’s sourcing tool, or CCS’s eSourcing tool. To use this tool, you need to complete the [eSourcing registration form](https://www.crowncommercial.gov.uk/esourcing-register). You can find more information about this tool in the [eSourcing buyer guide](https://www.gov.uk/government/publications/esourcing-suite-guidance-for-customers).

You should also check whether the value of your purchase is over the threshold indicated on [Public Contracts Regulations 2015 transparency requirements](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1042490/transparency-requirements-publishing-on-contracts-finder-v0.1.pdf). If it does, you will need to publish the contract information on Find a Tender (FTS). You should also check whether you need to publish these notices on [Contracts Finder](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1042490/transparency-requirements-publishing-on-contracts-finder-v0.1.pdf), [Public Contracts Scotland](https://www.publiccontractsscotland.gov.uk/), [Sell2Wales](https://www.sell2wales.gov.wales/) and [eTendersNI](https://etendersni.gov.uk/epps/home.do).

Some sourcing tools communicate directly to FTS. Check whether your current sourcing tool is on the [list of eSenders](https://www.gov.uk/guidance/public-sector-procurement). If it is not on the list, you are recommended to contact the provider of your tool for an update, and to [register on FTS](https://supplierregistration.cabinetoffice.gov.uk/organisation/register?spentityid=https%253A%252F%252Fwww.find-tender.service.gov.uk%252Fapi%252Fsaml%252Fmetadata).

## 2. Engage with suppliers

Pre-market engagement allows you to informally gather information to help shape your procurement process. You can also use pre-market engagement to gather ideas on new products and services, and understand if there are market developments that influence your requirements. During this engagement process you are not permitted to request pricing as this should be an information gathering exercise to help shape your requirements.

### Conduct pre-market engagement

The main way you can gather market information is by issuing a Request for Information (RFI) to your suppliers. You can do this through your own procurement tool or use the CCS eSourcing tool. You can also run a ‘Meet the Buyer’ event, or ask for an Expression of Interest (EOI) to gauge supplier interest. Remember that you should keep a record of all pre-market engagement activities. All suppliers in your chosen lot should be invited to join pre-market engagement activities.

## 3. Create specification and evaluation criteria

A specification is also known as a ‘statement of requirements’. This is a description of the goods and services the supplier will provide during the contract. To evaluate how different suppliers will deliver against your specification, you will need to develop evaluation criteria. Evaluation criteria are usually divided into quality and price.

### Define your requirements

Your specification is essential for communicating to your suppliers what you need, ensuring a successful purchase. You can see CCS’ guide on ‘[How to write a specification](https://www.crowncommercial.gov.uk/news/how-to-write-a-specification-procurement-essentials)’ for general advice.

### Design an evaluation approach

Once you have defined your requirements, you have to decide how you will evaluate suppliers against these. To do this, you have to assess the quality and price of each of their offers.

Below are some examples of potential criteria within ‘price’ and ‘quality’, and the weightings you can give to each of these categories. These weightings could vary depending on whether you are using a further competition or a direct award.

#### Quality criteria

To evaluate quality you can consider:

* approach to delivery of the services/methodology, including the strategies, expertise, methods, materials, and procedures in the proposal
* technical merit, including the competence, skills, and experience of the management, professional, and technical personnel proposed for the project
* ways of working, including the proposed management systems and methods, project management tools, software, touchpoints, etc.
* social value (according to [PPN 06/20](https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts) it should account for a minimum of 10% of award criteria in central government tenders)

#### Price criteria

To evaluate price you can consider:

* time and materials, including all costs over the duration of the contract including fixed capital costs, variable tender costs and special adjustments during the contract period, and maintenance and operating costs

#### Weightings

| **Evaluation criteria** | **Further competition weighting** |  |
| --- | --- | --- |
| Quality | Between 10% and 90% |  |
| Price | Between 10% and 90% |  |

Customers should see Framework Schedule 7 (Call-Off Award Procedure) for more information on Weightings.

#### Social Value criteria

For direct award on lots 1, 2 and 4, rather than setting targets for the supplier, buyers should discuss with them what would be an appropriate and proportionate commitment, and this commitment will form part of the call-off contract. You can then evaluate the supplier’s performance against this commitment as part of ongoing contract management.

## 4. Decide how to select your supplier

When buying through this agreement, you can conduct a further competition between available suppliers, or award the contract directly to a specific supplier. See below more information to guide your decision and make sure you use the agreement in a compliant way.

### When to run further competition

Further competition is usually the best route to market for high-value goods and services. It is a thorough, open, and fair method to find the best price for your requirements. CCS recommends running a further competition for most contracts.

Further competition is not available for lot 1, which has only one supplier.

### When to use direct award

Direct award is usually the best route to market for urgent requirements, and for low value goods and services. Remember that you can still engage with suppliers prior to using a direct award. Please note that CCS always encourages you to seek your own legal advice if required and cannot advise on specific cases.

Direct award is not permitted for lot 3. For lot 1, you can only use direct award. See section ‘Option B: Direct award’ for more information on how to direct award.

## 5. Option A: Further competition

Once you have decided that further competition is the best route to market for you, follow the guidance below.

### Shortlist suppliers

You can use the following procedures, or a combination of them, to shortlist suppliers before entering into a further competition procedure for lots 2, 3, 4 and 5:

● service filters

● expression of interest (EOI). This may contain the following details but is not limited to: scope, scale, timescales, incumbent supplier, grades, payment terms, capacity and/or budget

● conference call, during this you can provide further information on its requirement and Suppliers may have the opportunity to raise queries

You can use these procedures to share your requirements and discover which suppliers are best suited to meeting them. Suppliers can also deselect themselves through the process after any of these procedures.

### Invite suppliers to bid

Before you invite your suppliers to bid, prepare all the documents you need, including:

* Invitation to Tender (ITT): a formal procurement document which invites suppliers to bid for the contract. This document should include a timetable, instructions for suppliers on how to ask questions and submit a bid, your specification, and your evaluation criteria.
* Draft contract: a draft version of the call-off order form. See section ‘Complete your call-off contract’ for more information on how to do this.

Once you have prepared these documents, invite suppliers to bid. You can do this by sending them an email, or through your chosen sourcing tool. This can be the procurement tool used by your organisation, or CCS’s [eSourcing tool](https://www.crowncommercial.gov.uk/esourcing-register).

Once you have invited suppliers, you should make sure you allow time for them to respond to your further competition. Ten working days is generally considered to be the minimum timescale for a supplier to respond to an ITT. You should also indicate when and how they can ask for clarification questions. Remember that answers to these questions must be shared to all suppliers invited to tender.

When using CCS agreements, you are not required to follow UK procurement policies regarding the publishing of contract opportunities. However, it is still good practice to do so. For more information on publication obligations depending on contract value, see the [Public Contracts Regulations 2015 transparency requirements](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1042490/transparency-requirements-publishing-on-contracts-finder-v0.1.pdf).

### Review proposals and evaluate suppliers

After the deadline for submissions has passed, you can begin to evaluate the supplier responses. To do this, you will have to score supplier responses against the evaluation criteria you have defined and included on your ITT.

CCS recommends that you use three people to evaluate the proposals. Make sure that you maintain a fully documented audit trail of the results and final award decision, which will be useful when providing feedback to the participating suppliers.

Once you have selected your supplier, you need to communicate the outcome of your decision. See ‘Communicate outcomes’ for more information on how to do this.

## 6. Option B: Direct award

Once you have either decided that direct award is the best route to market for you or if you are intending to use lot 1, follow the guidance below.

### Select your supplier

Direct award is only available for lots 1,2, 4 and 5. When using direct award for lots 2, 4 and 5, you will need to select your supplier by applying your criteria to supplier catalogues.

When using lot 1, buyers are able to direct award to Canon through their [online portal](https://b2binfo.canon-europe.com/CCS_Registration) or alternatively by telephone, email and/or fax. Simply visit Canon’s online portal to access the lot 1 offering.

If this is your first time using the portal you will need to register for an account. Once you have been set up you will be able to view the products which are available to choose from. You can then following these steps:

● select the device(s) which best suits your needs

● choose the length of contract needed, this can be a 3, 4 or 5 year term

● decide how you would like to finance the agreement, outright purchase, finance or operating lease depending on your organisations needs

● provide Canon with a Purchase Order

If you are struggling to decide what device is right for you, Canon can provide objective and professional advice to Buyers and can be contacted by calling 0800 138 8850 or emailing CCS@cuk.canon.co.uk

### Get approval

Once you have decided which supplier you want to award the contract to, you should make sure you get approval for direct award in line with your organisation's governance process.

​​To do this, we recommend that you prepare a short business case which outlines the reasons and justification for direct award. You should also ensure that your organisation understands the risk involved if you don’t give all suppliers on the agreement an opportunity to respond to your requirement.

Once you have got approval to direct an award, you should share your requirements with the selected supplier. If they can meet the requirements, you are ready to award the contract and communicate your decision.

## 7. Communicate outcomes

When you have decided which supplier you will award your contract to, you need to communicate your decision.

### Notify your suppliers

If you have conducted a further competition you need to notify the successful supplier and all participating suppliers of your decision. These notifications should include constructive, written feedback to all participating suppliers and a full breakdown of their scoring.

You can allow a standstill period of 10 calendar days to give unsuccessful suppliers an opportunity to consider the feedback on their bid, request information, or call for a review of the award decision. This is mainly recommended for high value contracts.

Once the standstill period has passed, you can begin your contract with the winning supplier. If you have used a direct award, you will only have to notify the awarded supplier.

## 8. Complete your call-off contract

When buying through CCS agreements, you have to put together and sign a contract with the supplier; this is called the ‘call-off contract’. CCS uses a specific contract structure called the [Public Sector Contract](https://www.gov.uk/government/collections/the-public-sector-contract).

The call-off contract is a document that governs the purchase and delivery of the services. It is formed of the call-off order form (signed by both parties) plus any applicable schedules. See below instructions on how to put together and sign your contract.

### Put together and sign your contract

Follow the steps below to guide you through the process of putting together and signing your contract. Note that this process is not applicable when using lot 1, as all the terms and conditions when using this lot are embedded in Ricoh’s portal and cannot be amended.

1. Download the required call-off order form (framework schedule 6). Note that depending on whether you are leasing or purchasing

●  [framework schedule 6a order form template purchasing](https://assets.crowncommercial.gov.uk/wp-content/uploads/Framework-Schedule-6a-Order-Form-Template-Purchasing-ONLY-1.docx) (lots 1, 2, 3, 4 and 5)

●  [framework schedule 6b order form template operating lease](https://assets.crowncommercial.gov.uk/wp-content/uploads/Framework-Schedule-6b-Order-Form-Template-Operating-Lease-ONLY-1.docx) (lots 1, 2 and 4)

●  [framework schedule 6c order form template finance lease](https://assets.crowncommercial.gov.uk/wp-content/uploads/Framework-Schedule-6c-Order-Form-Template-Finance-Lease-1.docx) (lots 1, 2 and 4)

This document is the basis of your contract. Note that this document changes from one agreement to another, so make sure you check you are using the correct one.

1. Fill in the sections where input is required from the buyer.
2. You should be aware that there are certain terms and conditions agreed on by CCS and the suppliers when the agreement was created. These are found in the core terms, and the framework schedules on the CCS framework [website](https://www.crowncommercial.gov.uk/agreements/RM6361). These apply to every purchase made through the agreement and can only be changed through the introduction of ‘special terms’. See step 6 for information on doing this.
3. As well as the core terms and framework schedules, there are other terms and conditions that might be relevant to your contract. These are the joint schedules and call-off schedules. Some of these schedules are mandatory and others are optional. Optional schedules will be highlighted in yellow and in square brackets on the call-off order form. You will have to delete those which you don’t want to include in your contract.
4. Check whether you need to fill in any information on the schedules you have selected. This will be indicated in each of the schedules.
5. When you have selected your schedules, you have to decide whether you want to add any ‘special terms’. These are terms and conditions you want to include, but are not covered by available schedules. You can only do this if you choose to run a further competition. If you use direct award you have to accept all the given terms and conditions.
6. Publish your draft contract together with your Invitation to Tender (ITT).

Once you have chosen your supplier, you need to finish and sign the contract. Once you have made any changes, send the contract to your supplier. Your supplier should be the first to sign the contract. After this, you can sign the final contract.

### Publish your decision

Once you have awarded and signed your contract you should follow transparency requirements. To do this, check the [Public Contracts Regulations 2015 transparency requirements](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1042490/transparency-requirements-publishing-on-contracts-finder-v0.1.pdf), and publish the award on Contracts Finder if required. According to these regulations, you are required to publish:

* the full company name of the winning contractor
* the date on which the contract was entered into (award date)
* the total value of the contract in pounds sterling (inclusive of VAT)
* an indication of whether the contractor is an SME or a VCSE

If you had already published the opportunity on Contracts Finder, you should update it to include the award decision. For sub-central contracting authorities, information must be published on Contracts Finder within 90 calendar days after the contract award date. For Central Government authorities, within 30 calendar days. Please note that the contract award date is the date on which the contract is signed by the last contracting party.

Note that you can also choose to group contract award notices on a quarterly basis. This means you can send a single notice containing documentation that sets out the volumes you have procured under each framework/ DPS. This notice should be sent to Contracts Finder within 30 days (after) the end of each quarter.

## 9. Tell us what you think

We aim to make sure that this Buyer Guide is user-friendly and accessible for purchasing through this agreement. Please share your experience by completing this [Buyer Guide Feedback Survey](https://docs.google.com/forms/d/e/1FAIpQLScQom0VhprYah1dk7vWrnJA0_hMsB-jAF0-rgxoBZvgG3p9ww/viewform).

## Annex 1: Lot descriptions and services

### **Lot 1: Multifunctional print devices (MFDs) and basic print management software**

Using this lot you can buy from a condensed catalogue of multifunctional devices and basic print management software through the sole supplier's web-based online solution.

All sectors across government can use this lot. However, these services are most useful to the education sector and local authorities.

Included in this lot is a catalogue range of MFD’s from small to large office based, network ready MFDs:

● out of the box/off the shelf storage

● range of accessories

● consumables

● maintenance, service and support

● delivery and installation

● operational and deployment services

● training

● service desk support

● associated services -optional at additional cost

Services available under this lot includes:

● a range of 14 devices to choose from

● consumables (such as, paper trays, staple finishers, hole punches)

● basic print management software (for example, PIN Access Software to release jobs)

● maintenance and support services

● catalogue provided by a web-based online solution hosted by the supplier

● operating and / or finance leases available

### **Lot 2: Multifunctional Print Devices (MFDs) Print Management and/or Digital Workflow Software and Associated Services**

Using this lot you can buy an extensive catalogue of MFDs ranging from entry level, standalone to fully networked, including:

● hardware print devices (including remanufactured)

● consumables

● print room equipment

● software options

● maintenance and support services

● cloud hosting and digital workflow solutions

You can buy all the above services either as a combined service or independently. Our suppliers can also provide you with interim technical resources such as:

● project managers

● service need analyst or fleet

● security, service or technical architects to help with the development and / or implementing your service design needs

This lot can be used to:

● access hardware (devices), software, consumables, service and maintenance

● having the option to outright buy and / or lease

● design and implement digital workflow and / or cloud based hosting solutions specific to your organisations needs

● Manage your existing fleet, supported by service maintenance and potentially software upgrades if needed

### **LOT 3 Multifunctional Print Devices (MFDs), Print Management and/or Digital Workflow under Managed Service Provision**

Using this lot will provide a managed print service which can support you to review your current printing and document workflow practices. It can also help you to consider new approaches in light of changing behaviours across your organisation. You can adapt these services to your specific needs, but we have provided some examples of how you can use this lot below:

● to determine the type of device(s) needed for different locations across your estate footprint (across different offices)

● suppliers can install and manage these devices on your behalf and work alongside your internal stakeholders such as IT and security

● suppliers will remove the devices once the contract has ended

● where you own your fleet of devices, our suppliers can take over management of that fleet

● if some of your devices need replacing during that contract period, the supplier can discuss replacement options with you

● suppliers will remove any replacement devices once the contract has ended

● design and put in place a digital workflow solution specific for your organisations needs (either as an independent contract, or as part of a wider service)

● design and put in place a cloud based hosting service specific for your organisations needs (either as an independent contract, or as part of a wider service)

Suppliers can also provide you with interim technical resources such as:

● project managers

● service requirement analysts

● fleet, security, service or technical architects

Supplier’s interim resources can also assist with development and / or implementation of your service design and delivery requirements.

### Lot 4: GovPrint hardware, accessories and operational services

Using this lot will enable you to purchase and / or lease Devices that have been officially approved as compatible with the Managed GovPrint Cloud service.

* range of 9 Device types
* range of consumables which support the 9 Device types
* limited range of accessories which support the 9 Device types
* Device Management Cloud services

If buyers require a cloud service they can use their own or they may wish to use the Managed GovPrint Cloud service.

### **Lot 5: Print consultancy services**

Using this lot with provide you with independent vendor neutral audits and consultancy services such as:

● conducting audits of your existing devices to determine print volumes, future needs or new print strategy

● conducting audits on your print management process and / or services

● advice on the use of software options

● advice on benefits of using digital workflow solutions

● developing your competition documents (such as specifications and award criteria)

Suppliers on this lot can help you with:

● advice and recommendations on your options

● strategic change

● process efficiencies

● savings and cost control opportunities