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Multifunctional Devices (MFDs), Managed Print and Content Services and Records Information Management

RM3781

Preparing for a Lot 3 (Managed Print Services) Further Competition

Issue No. 4

The purpose of this document is to help you understand some of the pre-work/preparation required when running a further competition under Lot 3 for a managed print service. Given the bespoke nature of the service there may be other factors you wish to take into consideration, but all the key principles you need to consider are explained here. You are encouraged to engage suppliers early in the process to help them understand all aspects of your specific requirements.

1. Scope of your project

Understanding the scope of your requirements might be considered as an obvious item, but clear articulation is essential in the further competition process. By providing a clear scope and objectives, not only will this help suppliers understand your organisational goals better, but it will help to ensure the tender responses you receive are as expected and aligned to your strategy. During the tender process, clarification questions should also be reduced if the scope and objectives are clearly defined, allowing the process to run as smoothly as possible and help avoid delays.

2. Your strategic objectives

When a organisation wide project is undertaken it is very important that the project outcomes are clearly linked to your organisation's strategic objectives, whether they be savings, productivity improvements, process improvements, environmental impact etc. The importance of this is underlined in gaining high-level sponsorship and maintaining this support throughout the project.

3. High-level sponsorship

A high level of 'buy-in' is essential for a managed print service in order for the cultural change associated with rationalisation to be clearly explained as part of the organisation's direction or achievement of specific goals and objectives. Therefore, it is extremely important to have a high-level sponsor who understands, supports and is willing to "promote and direct" when the implementation phase starts, in order to achieve the benefits scoped and value typically associated with a managed print service.

4. Resource

A project of this nature will require dedicated resource on both sides of the project i.e. supplier and customer, so it is important to allocate this resource upfront. You may also want to develop a specifically dedicated project management resource with a stakeholder group from teams across your organisation to champion and support the project operationally, especially through the implementation phase. In particular procurement and ICT should be represented.

5. Organisational information

Detailed information regarding your organisation's current situation and likely future state should help reduce clarification questions from suppliers during the process. Suppliers will require a level of detail to allow them to design a solution that meets the scope and objectives of your project. These might include (but are not limited to):

- Existing and likely future organisational structure (number of locations, buildings etc.)
- Floor plans for all locations and buildings
- Number of users and type e.g. office, mobile or homeworkers
- Number of assets in scope and type (photocopiers, MFDs, desktop printers, faxes, scanners etc.)
- Annual print volume across your entire fleet (colour and mono)
- Existing lease agreements (including expiry dates), break-fix contracts or desktop services
- Current spend across your entire print fleet including any toner/cartridge costs

You could consider using Lot 7 – Audit and Consultancy of the framework (award of this Lot is expected to be confirmed end of November 2016) before running a further competition as print audits can help you better understand your existing position and the data produced as a result of an audit can be used to develop future printing strategies. Please see the 'Why Lot 7' document for more information about how independent support can be sourced.

6. Technical environment

With so many variations of software, hardware and network infrastructures deployed within the public sector, understanding and articulating your organisation's technical environment is a key element for consideration. This will help provide suppliers with a better understanding of your organisation and allow them to ascertain the level of technical resource required and timescales to deliver a solution. This should also include any future planned changes or technical restrictions likely to occur during the implementation phase and beyond.

Further help or questions?

Please also see the 'Why Lot 3' Document or contact:

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