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

RM3781

Multifunctional Devices and Print Management Services – Why Lot 2?

Issue No. 11

What is the scope of Lot 2?

Lot 2 provides a full catalogue offering from the seven suppliers. Under Lot 2 customers can also request 'enhanced services' such as software solutions and management of consumables however these will stop short of a fully outsourced MPS and responsibility for a customer's print infrastructure and related activities will mostly remain in-house with ultimate control retained by the customer.

Why consider Lot 2?

- You already have the staff and expertise to effectively manage your print related activities
- You know the specification of devices required and volumes
- You want to deliver long term savings
- You want to rationalise suppliers and printers into a single supplier contract
- You want to reduce print volumes and change printing habits
- You want the flexibility of a service which is able to adapt to changing requirements

What is the difference between Lot 2 and Lot 3?

Lot 2

In Lot 2 the customer retains responsibility at both strategic and tactical levels. This means that the customer is responsible for ensuring that the devices selected and deployed are the best fit for the organisation as well as the on-going management of the devices.

Lot 2 customer requirements will be focused on the technical capabilities of specific products and where enhanced services are required customers will need to clearly define what is expected of the supplier, ensuring lines of responsibility are clear to both parties.

Contractually In Lot 2 the customer will enter into either lease agreements or purchase devices from the supplier outright as well as paying a click charge per print. The flexible cost model will also allow customer to include charges for enhanced services.

Customers may 'Direct Award' via Lot 2 where they are able to demonstrate 'value for money' when identifying their requirements from the available catalogue. This option is not available via Lot 3.

Lot 3

Lot 3 involves a complete outsourced managed service where customers effectively hand over control of their print infrastructure and related activities at a tactical level to the supplier with the supplier then being responsible for managing all print requirements across the organisation, over the term of the agreement.

Lot 3 customer requirements will be focused on workflow and outputs rather than the technical capabilities of specific product i.e. the MPS supplier will be responsible for ensuring "the right device for the correct location".

Contractually in Lot 3 the supplier is contracted to provide the service as whole, as a result the customer is not tied to individual devices allowing the supplier to adjust the fleet as appropriate.

What are the Potential Benefits of a Lot 2

Financial

- Reduced costs through device consolidation and proactive consumables management
- Management information to assist in budgeting and plan printing costs more effectively
- Reduced admin costs associated with a multi-supplier print environment
- Management of existing lease contracts, regardless of supplier
- Ability to leverage previous investments in print devices
- Flexible commercial model, allowing for enhanced services

Organisational

- Enhanced staff productivity
- Access to the latest technology and software developments
- Standardisation of suppliers and devices
- Heightened security of devices and data
- Enable greater mobility of users
- Integrate paper documents into digital workflows

Environmental

- New energy efficient devices to reduce energy usage
- Less waste of consumables such as toner and paper
- Better use of valuable space

What Information is required ahead of a further competition?

Ahead of a further competition customers should have accurate and up-to date levels of information relating to their print infrastructure in order for suppliers to understand their current situation and to accurately respond to the Invitation to Tender. As a minimum this should include:

- Number of devices required
- Specification of devices required
- Organisational structure (number of locations, buildings etc)
- Number of users and type (office, mobile or homeworkers)
- Annual print volume (colour & mono)
- Existing lease agreements, break-fix contracts or desktop services
- Number of assets in scope and type (photocopiers, MFDs, desktop printers, faxes, scanners etc.)
- Current spend
- Network infrastructure – number and location of servers, Active Directory, Security standards, etc.

Other areas to consider

- What are your organisations strategic objectives? Do your requirements mirror these?
- Has 'buy-in' across the organisation (including senior management) been achieved?
- What internal resource is there to support the project particularly through implementation?
- Have legal issues been explored particularly surrounding TUPE?
- Are there other significant IT projects which will impact the implementation? (which may either complement or be in conflict)

Pricing

Pricing will be based upon a lease or purchase cost plus a cost per impression. The price will be determined either from the supplier's pricing schedule or based upon the outcome of a Customer's further competition. The maximum contractual period for a contract under Lot 2 is 7 years.

Supplier Contact Details

Supplier	Address	Customer Contact	Further Competition Tenders to:
Canon (UK) Ltd	Cockshot Hill Woodhatch Reigate Surrey RH2 8BF	Robert Fisher Telephone: 07825 203 006 Email: ccs@cuk.canon.co.uk	tender_team@cuk.canon.co.uk
Capita Business Services Ltd	71 Victoria Street London SW1H 0XA	Doug Williams Telephone: 0207 466 4700 Email: ccs-mpsids@capita.co.uk	ccs-mpsids@capita.co.uk
Konica Minolta Business Solutions (UK) Ltd	Konica House Miles Gray Road Basildon Essex SS14 3AR	Andy Haynes Telephone: 07814 866254 Grace Ejiga Telephone: 01268 534444 Email: bidsandtenders@konicaminolta.co.uk	bidsandtenders@konicaminolta.co.uk
Kyocera Document Solutions (UK) Ltd	Eldon Court 75-77 London Road Reading RG1 5BS	Telephone: 0845 710 3104 Email: RM3781@duk.kyocera.com	pauric.surlis@duk.kyocera.com sharan.gill@duk.kyocera.com Tracy.DooleyPlews@duk.kyocera.com Helena.Rooney@duk.kyocera.com
Ricoh UK Ltd	800 Pavilion Drive Northampton Business Park Northampton NN4 7YL	Keith Stevenson Email: Email: bid.team@ricoh.co.uk	bid.team@ricoh.co.uk
Specialist Computer Centres PLC	James House Warwick Road Tyseley Birmingham B11 2LE	Laurie Phillips Email: frameworkprint@scc.com	frameworkprint@scc.com
Vision Group Holdings Limited	Caxton House Watermark Way Hertford Hertfordshire SG13 7TZ	Leon Wragg Telephone: 07581 429349 Email: lwragg@visionplc.co.uk	bids@visionplc.co.uk
Xerox (UK) Ltd	Bridge House Oxford Road Uxbridge Middlesex UB8 1HS	Steve Young Telephone: 07713191521 Email: Steve.Young@xerox.com	uxb.bidteam@xerox.com
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For further information please contact:

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ESPO: Krishna Mistry – 0116 294 4072 / resources@espo.org