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

RM3781

Managed Print and Content Management Services – Why Lot 3?

Issue No. 14

What is a managed print and content management service?

Managed print and content management services (MPCMS) can mean different things to different customers. This lot is for customers that want to enter into a fully outsourced contract for their printing needs so that a totally comprehensive service from concept to final delivery, tailored to the particular needs of the customer is delivered.

A 'true' managed print services (MPS) is the outsourcing to an external supplier of a customer's entire print infrastructure and related activities. That supplier will then be responsible for managing the print requirements across the organisation in the most optimal way. Although not always a factor, size and scale of the requirement is often key to maximising of savings potential.

The most basic MPS services offered by a Lot 3 supplier will provide customers with a number of devices, maintain and service these devices and manage and replace consumables, such as ink and toner. An MPS should initially focus on reducing costs by streamlining the number of devices across an organisation and subsequently delivering savings on hardware, consumables and paper, managing out costly devices over a defined period of time. The management information provided by an MPS supplier should also provide ongoing insight and control of spend in all areas related to the contract.

More advanced services of an MPS can include the enhancement of business processes such as document workflow / document management, as well as providing innovative business transformation solutions. Significant savings can be delivered if you get your strategy right.

What is the scope of this lot?

The scope of Lot 3 is wide and varied and can cover the total outsourcing of your print requirements, whether that be in relation to office output, the print room, reprographics department, support of homeworkers or otherwise. Put simply, any print related activities including those currently done off-site are included within the scope of Lot 3. The scope also includes a hybrid mail solution, when considered alongside a managed print requirement.

It is expected that your requirements will be identified in a further competition where specific areas such as service levels, TUPE, entry and exit strategies and communication strategies can be clarified. There is no option to 'direct award' via Lot 3.

In defining your requirement, you should strive to optimise your document output to pre-established objectives, such as driving down costs, improving efficiency and productivity, and reducing the support workload required internally. Focus should be applied to the ongoing assessment, optimisation and management of the print infrastructure, including device consolidation, proactive supplies management, change management and consolidated billing, in many cases for a multi-vendor device site.

Supplier(s) in Lot 3 have already demonstrated their ability to deliver these services.

What is the difference between Lot 2 and Lot 3?

Lot 2 provides a full catalogue offering where you can request 'enhanced services' such as software solutions and management of consumables; however, these stop short of a fully outsourced MPS and responsibility for your print infrastructure and related activities will mostly remain in-house with ultimate control retained by your organisation.

Lot 3 involves a complete outsourced managed service where you effectively hand over control of your print infrastructure and related activities to the supplier, with the supplier then responsible for managing all print requirements over the term of the agreement. Statements relating to requirements will be focused on workflow and outputs, rather than the technical capabilities of a specific product i.e. the supplier will be responsible for ensuring "the right device for the correct location given a specific workflow requirement".

You should be assured that you would retain responsibility for your own strategy.

What are the potential benefits of a MPS?

Financial

- Assessment of requirements and design of an optimal estate of devices
- 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, based on output rather than devices

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
- Guidance and assistance in reducing print output

Why consider Lot 3?

- 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
- You may not have the time, staff or expertise to effectively manage your print related activities

What information is required?

Before running a further competition you should have accurate and up-to date levels of information regarding your print infrastructure, to ensure suppliers can understand your current situation and accurately respond to the Invitation to Tender. As a minimum this should include:

- Organisational structure (number of locations, buildings etc.)
- Number of users and type (office, mobile or homeworkers)
- Annual print volume (colour and 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.

Customers may consider utilising Lot 7 – Independent Audit and Consultancy Services ahead of running a further competition (award of this Lot is expected to be confirmed by end of November 2016). Print audits can help customers better understand their 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 where independent support can be sourced.

Other areas to consider

- What are your organisation's strategic objectives? Does your MPS project 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 'cost per seat/head' or 'cost per impression/copy'. The price will be determined either from the supplier's pricing schedule or based upon the outcome of your further competition. Note: leasing/rental agreements **do not** form part of the Lot 3 offering.

The maximum contract length under Lot 3 is 7 years.

Supplier contact details

You are strongly advised to engage early with all suppliers when considering Lot 3:

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
HP Inc UK Limited	Building 1 Floor 2 Cain Road Bracknell RG12 1HN	Lynn Duffy Email: hpukpsframeworks@hp.com	hpukpsframeworks@hp.com
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	bidsandtenders@konicaminolta.co.uk
Lexmark International Limited	Highfield House Foundation Park 8 Roxborough Way Maidenhead Berkshire SL6 3UD	Rafael Jimenez Telephone: 07974 150285 Email: rafael.jimenez@lexmark.com governmentuk@lexmark.com	governmentuk@lexmark.com
Vision Group Holdings Limited	Caxton House Watermark Way Hertford Hertfordshire SG13 7TZ	Leon Wragg Telephone: 01709 820 143 Email: lwragg@visionplc.co.uk	bids@visionplc.co.uk
Xerox (UK) Ltd	Bridge House Oxford Road Uxbridge Middlesex UB8 1HS	Steve Young Telephone: 01895 841 905 Email: Steve.Young@xerox.com	uxb.bidteam@xerox.com

For further information please contact:

CCS: Customer Helpdesk – 0345 410 2222 / info@crownccommercial.gov.uk

YPO: Zoe Morgan-Kriek – 01924 821755/ zoe.morgan-kriek@ypo.co.uk

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