

## Printers and Managed Print Services (Nepa2) (ITS2006NE)

### SUMMARY

**Start date:** 1st March, 2021

**End date:** 28th February, 2025

**OJEU Number:** 2020/S 162-395292

**Lead Consortium:** NEUPC

**Main contact:** Paul Eagleton  
p.eagleton@neupc.ac.uk

**Website:**  
<https://www.hecontracts.co.uk/agreements/937>

\*\*15.01.24 - Framework Contract extension letters have been issued for the second of the available 12 month extension, all aside from one received as of 010224 with outstanding supplier acknowledging extension signature is in process\*\*

\*\*13.02.23 - Framework Contract extension have been issued for the first of the available 12 month extensions\*\*

### SCOPE

See ITT document for full scope.

This Framework consists of four lots to provide a complete provision of print equipment and associated finishing options.

This agreement is intended to provide a full document print equipment supply with related services and peripherals. Included in this remit is office document print hardware, multi-functional devices, print production hardware, print management solutions and services (including Industry Print software solution if required) and additional peripheral hardware to enable fulfilment of managed print services i.e. user authentication hardware and money loaders. Large format printers are within scope of this agreement and may be supplied under lots 1-4.

Not included in this Framework is any stand-alone hardware where the primary function is not print (i.e. stand-alone scanners), 3D printers or separate direct sale of print consumables. Separate Higher Education Frameworks are in place for the supply of these items for example the Office Supplies Framework

Lot structure

Lot1 – Non-Managed Print Equipment Only

In addition to the general specification requirements for the Framework Lot 1 suppliers must supply an approved range of print equipment and associated options for ordering institutions to manage themselves. Refer to price sheet for specifications for price evaluation.

Lot 1 does not include maintenance apart from standard warranty. Lot 1 of this Framework does not include supply of print consumables as these are available via other Framework routes.

Though the focus of lot 1 is new machines, remanufactured machines may be specified by the customer. Remanufactured machines must be of the same build quality as new machines and must match their performance and warranty.

Suppliers must deliver to any reasonable location within the premises of the institutions authorised to call off from this Framework (this will include non-ground floor locations).

This lot is designed to facilitate the prompt and straight forward order and delivery of Non-Managed Print equipment only. Suppliers will be expected to provide suitable catalogues (Online Catalogue) and ordering mechanisms to facilitate the selection and ordering process. Seamless selection and delivery are key.

Though all options are available for Framework users to access this lot, due to the likely spend and requirements within lot 1; Institutions will be particularly encouraged to utilise the direct award or desk top exercise for this lot, or to run light-touch mini-competitions or to compete for longer term deals with a single supplier via mini competition.

On lot 1 only, customers may purchase through mini competition on price only, using the total quality score already achieved to combine the total score; members may amend the total quality and the price criterion by up to [20] percentage points to reflect their local requirements; using the overall lot 1 quality scores for the quality element (the total price and quality weighting must equal 100). For example the overall quality score could be dropped to a weight of 30% (with the totals reducing accordingly), with the competition being on price only now weighted at 70%, and the overall result being the overall (Framework lot 1) quality score at 30% plus the competed price score at 70%. Total weighting must equal 100.

Lot 2 - Managed Print Equipment and Services Only (Including MFDs)

In addition to the general specification requirements for the Framework Lot 2 suppliers must supply a range of approved print related equipment and in addition offer a managed service covering institutional print requirements. Refer to pricing sheet for specifications for pricing evaluation.

For the purposes of this Framework 'Managed Print' will encompass any requirement involving supply of additional service elements following supply of equipment.

As a minimum, awarded suppliers will be expected to offer:

Timely provision of consumables required and included within the service.

Delivery and full installation to contracting authorities utilising the Framework

Training on any and all products offered (hardware, software, or ancillary products)

Analysis of current facilities / future requirements & recommendations

A mixture of MFDs and Printers

#### Full Service and Maintenance of any product, to be provided for a minimum of 5 years

Planned maintenance consists of preventative procedures performed on print and related equipment to ensure user safety, preserve original equipment manufacturers' warranties and maintain equipment in the operational state for which it was intended. Planned maintenance will be performed by the Contractor on all necessary parts of the printer fleet in accordance with original equipment manufacturers' guidelines and the Contractor's best practices. The Contractor's service engineers will co-ordinate and schedule planned maintenance with the customers personnel to minimise service disruptions.

Planned maintenance procedures requiring any downtime of the service will be accomplished where practicable during any periodic software new release upgrades throughout the year. Planned Maintenance and Software Updates or Software Upgrades will be performed at a time agreed between the Contractor and the customer or in such a way as to minimise disruption to the normal working environment. The service level agreement describes applicable service levels to be adhered to. Click rate on cost per copy covers toner and preventative maintenance, and call outs for non-user issues.

A wide range of applicable Industry print management software applicable Industry applicable Industry applicable Industry applicable Industry applicable Industry

Peripheral Hardware including but not limited to user authentication hardware, money loaders, and others.

Appropriate and secure user authentication.

Related services.

Help desk, hardware support, pull printing software and support, on-site staff, secure scanning services, bulk print overflow services, digital post room, cloud based mobile printing, smart lockers, Electronic Document & Records Management System, online print payment and print apps, scanning to invoice to accounts payable, digitisation. Bidders are required to outline their current portfolio of related services in their response.

This lot does not include production print Equipment or non-managed print equipment.

#### Lot 3 – Production Print Only

In addition to the general specification requirements for the Framework Lot 3 suppliers must supply an appropriate range of approved production print equipment and machinery. Refer to pricing sheet for specifications for price evaluation.

Additional Finishing options both on and offline

Conformance to a highly responsive SLA

Print Management Software and associated peripherals, finishing kit (finishing kit and the production print equipment may be requested within the same lease, if desired)

#### Full Service and Maintenance of any product, to be provided for a minimum of 5 years

Planned maintenance consists of preventative procedures performed on print and related equipment to ensure user safety, preserve original equipment manufacturers' warranties and maintain equipment in the operational state for which it was intended. Planned maintenance will be performed by the Contractor on all necessary parts of the printer fleet in accordance with original equipment manufacturers' guidelines and the

Contractor's best practices. The Contractor's service engineers will co-ordinate and schedule planned maintenance with the customers personnel to minimise service disruptions. Planned maintenance procedures requiring any downtime of the service will be accomplished where practicable during any periodic software new release upgrades throughout the year. Planned Maintenance and Software Updates or Software Upgrades will be performed at a time agreed between the Contractor and the customer or in such a way as to minimise disruption to the normal working environment.

The service level agreement describes applicable service levels to be adhered to. Click rate on cost per copy covers toner and preventative maintenance, and call outs for non-user issues.

This lot does not include non-managed print equipment or managed print equipment and services as described in lots one and two.

#### Lot 4 – One Stop Shop for Managed and Production Print Equipment and Services

One-stop shop for the supply of all Managed printers and MFDs plus production print equipment with the ability to provide a managed service where required (products and services as specified in Lots 2 and 3).

This lot includes all of the products and services described in lots two and three and is designed to provide capacity for a full end to end service, or a combination of any of the products and services as described. Aside from ad-hoc purchase, Non-Managed Print equipment should be procured via lot 1.

Related services.

Help desk, hardware support, pull printing software and support, on-site staff, secure scanning services, bulk print overflow services, digital post room, cloud based mobile printing, smart lockers, Electronic Document & Records Management System, online print payment and print apps, scanning to invoice to accounts payable, digitisation. Bidders are required to outline their current portfolio of related services in their response, see question 26.13, section 26 (compliance questions).

## AGREEMENT BENEFITS

- The framework, as proposed, provides the availability of a full range of MFD and print related goods and services required for the HE environment as given as a priority by the TWP.
- Additional services available via the framework
- The framework provides access to key OEM suppliers in the respective market and an array of reseller partners. The framework provides access to most of the key suppliers in the respective markets
- Sustainability and CSR issues considered in the evaluation.
- Commitment from all suppliers in one form or another to support pricing on consumables for purchased equipment.
- MI reporting at consortia level will be direct and so within control, improving savings reports for members.
- Direct control of contract management and reviews at consortia level.
- CSR issues considered in the evaluation including WEEE regulations, compliance with work time directives, carbon reporting and modern slavery.
- The full cashable benefits have yet to be determined but initial benchmarking shows this framework is at minimum comparable to any alternative in terms of cash savings.
- Maximum click rates allowable provide additional value for money and control. Awarded supplier click rates are competitive, with awarded suppliers returning high quality bids.
- A rigorous evaluation has been carried out, ensuring suppliers are high quality.
- A good amount of print costing is available for benchmarking purposes via NEUPC.
- Suppliers have signed up to additional call off KPIs within the call off Contracts, Suppliers must be prepared to meet Key Performance Indicators for individual call off Contracts in the areas defined below, to reflect minimum standards of service delivery requirements as stated in the Specification. This list is not exhaustive.
- Speed of response to requests for print goods and services
- Positive approach to working and building working relationships with the Member Institution
- Maintenance of the appropriate level of qualified and experienced staff
- Timely and accurate Management Information
- Accurate, regular invoicing
- Communication and customer Interface
- Value for money
- Lease options
- Member Institutions may agree additional KPIs which may be negotiated at the award stage of the call off procedure chosen, as appropriate.
- Member Institutions should agree together the indicators that will decide whether service levels are being met at the start of any call off Contract.
- It shall be the Supplier's obligation to ensure that these are always adhered to and these will be the subject of contract review meetings with Member Institutions.

## USING THE FRAMEWORK

Refer to Buyers' guide for full details.

Call-off from the Framework Agreement is by means of (i) further-competition (mini competition) (ii) ranked (direct award) (iii) Desktop exercise.

Members will determine the correct Lot to use when placing a call-off contract from the Framework Agreement by assessing their requirement against the available Lots.

**Option One – Further-Competition**

Members wishing to undertake a further competition within a particular Lot may do so. A further competition must be used where additional requirements which are not set out in the Framework Agreement are being introduced into a particular call-off contract. All of the supplier(s) appointed to the relevant Lot must be invited to submit responses to the Member's further-competition tender document.

The original Framework agreement evaluation criteria should be applied in the further-competition tender document. As this is a Most Economically Advantageous Tender (MEAT) Framework agreement, both technical and commercial evaluation criteria must be used in a further-competition tender process.

On lot 1 only, customers may purchase through mini competition on price only, using the total quality score already achieved to combine the total score; members may amend the total quality and the price criterion by up to [20] percentage points to reflect their local requirements; using the overall lot 1 quality scores for the quality element (the total price and quality weighting must equal 100). For example the overall quality score could be dropped to a weight of 30% (with the totals reducing accordingly), with the competition being on price only now weighted at 70%, and the overall result being the overall (Framework lot 1) quality score at 30% plus the competed price score at 70%. Total weighting must equal 100.

**Option Two– Ranked**

A direct award can be used where the Framework Agreement sets out all of the terms governing the provision of the required goods or services. Members are required to contract directly with the first-ranked supplier, unless the first ranked supplier:

- confirms that they do not have capacity to undertake the work; or
- cannot respond within the required timescales as detailed in the specification of requirements; or
- cannot undertake the work due to other relevant issues such as a conflict of interest.

If any of these criteria apply, then the second ranked supplier should be appointed. If the second ranked supplier cannot meet the need for all or any of the reasons above), the third ranked supplier should be approached, and so on.

The award of a call-off contract will take place after the relevant Member has discussed its specific requirements with the supplier and agreement has been reached as to timescales, methodology/approach, specific service requirements and key milestones and performance indicators to be met.

The Standard Terms and Conditions of any call-off contract shall be those stated in the Framework Agreement. For individual assignments under longer-term call-off contracts, instruction will be given and received as per the Output Specification section of this ITT.

**Option Three - Desktop Exercise**

If time is of the essence and Members are comfortable with the terms of the proposed call-off contract, and these do not require amendment or supplementary conditions then Members may use a desktop calculator to amend the criterion by up to 20 percentage points to reflect their local requirements. This tool is available on the Contracts Database and, based on the Members amended weightings, will then recalculate the total overall score. Once complete, you should place your contract with the highest scoring supplier.

For example, if quality has an original weighting of 30% then this could be changed to anywhere between 10% and 50%. The total percentage for all criteria must equal 100%.

**SUPPLIERS**

Lot	Suppliers
<b>Lot 1 Non Managed Print</b>	Apogee Corporation - HP reseller, Banner Group Limited - Brother Reseller, CCS Media (HP Reseller), Insight Direct Limited - Epson Reseller, Kyocera Document Solution UK Ltd, XMA - HP Inc Reseller, XMA Limited - Kyocera Reseller, XMA limited - Epson Reseller,
<b>Lot 2 Managed Print</b>	ASL (Automated Systems Group) Limited - Epson Reseller, ASL (Automated Systems Group) Limited - Kyocera Reseller, Altodigital - Epson Reseller, Apogee Corporation - HP reseller, Aurora for Canon, Canon UK Ltd, DTP Ltd - HP Inc Reseller, Konica Minolta Business Solutions Ltd, Kyocera Document Solution UK Ltd, Landscape Printing Systems - HP Inc Reseller, Ricoh UK Ltd. (Middlesex), Right Digital Solutions - Kyocera Reseller, Sharp Business Systems, Toshiba TEC UK Imaging Systems Limited, Vision - Canon Reseller, XBM Limited for Epson, XMA Limited - Kyocera Reseller,
<b>Lot3 Production Print</b>	ASL (Automated Systems Group) Limited - Epson Reseller, ASL (Automated Systems Group) Limited - Kyocera Reseller, Altodigital - Epson Reseller, Aurora for Canon, Banner Group Ltd - Epson Reseller, Canon UK Ltd, Konica Minolta Business Solutions Ltd, Kyocera Document Solution UK Ltd, Ricoh UK Ltd. (Middlesex), Right Digital Solutions - Kyocera Reseller, Sharp Business Systems, Toshiba TEC UK Imaging Systems Limited, Vision - Canon Reseller, XMA Limited - Kyocera Reseller,
<b>Lot4 One Stop Shop Managed &amp; Production Print end to end</b>	ASL (Automated Systems Group) Limited - Epson Reseller, ASL (Automated Systems Group) Limited - Kyocera Reseller, Academia (Epson Reseller), Aurora for Canon, Banner Group Ltd - Epson Reseller, Canon UK Ltd, Konica Minolta Business Solutions Ltd, Kyocera Document Solution UK Ltd, Landscape Printing Systems Limited - Epson Reseller, Ricoh UK Ltd. (Middlesex), Right Digital Solutions - Kyocera Reseller, Sensible Choice Ltd (Epson Reseller), Sharp Business Systems, Specialist Computer Centers plc - Canon Reseller, Toshiba TEC UK Imaging Systems Limited, Vision - Canon Reseller, XMA Ltd - Kyocera Reseller,

## SUSTAINABILITY

Successful Bidders who are awarded to the Framework are required to register free of charge with <https://supplierengagementthe.net-positive.org/> and produce their organisation's Sustainability Action Plan within one month of contract award, and to regularly update this action plan in line with the Framework KPI's. Failure to do this may lead to removal from the Framework. Please note during the life of this Framework, a future database called Sustain may be used by NEUPC to support suppliers on this topic.

The Suppliers must adhere to all EU packaging and waste regulations including the WEEE Directive where applicable.

A number of Participating Consortia and individual institutions are affiliated to Electronics Watch and as such the successful Bidder(s) may be requested to disclose details of their supply chain for the products supplied under this agreement to those organisation's calling off from the Framework who are affiliated to Electronics Watch. The requested information will allow Electronics Watch to ensure that the supply chain labour conditions for this agreement can be assessed and assure effective use of public funds. Electronics Watch Conditions of Contract can be found in Appendix iii.

Sustainability & CSR questions were weighted at 15% at ITT stage.

## NEXT STEPS

Suppliers will be added to the agreement as signed Contracts are received. Implementation meetings are being held with Suppliers.