

Report of: Support Services Manager, ICT Services.

Report to: Chief Officer ICT.

Date: 3rd September 2014

Subject: Approval to waive Contract Procedure Rules 8.1 and 8.2 and enter into a contract with Canon (UK) Ltd for the provision of Process Flows RightFax product suite.

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of main issues

- The Council is implementing a new Managed Print Contract, which will commence on 13th October 2014. The contract entails replacing all of the current end-of-life Multi-Function devices (MFDs). The project to deliver this is titled "PrintSmart".
- A number of the existing MFDs provide the ability to send and receive Fax messages. In addition the Council operates a number of stand-alone Fax machines.
- There has been a requirement for a centralised corporate Fax solution for a number of years, with several requests into ICT Commissioning to develop this capability. This has never gained traction due to funding issues within the business.
- Whilst it is possible to install fax cards on the new MFDs, the PrintSmart project provides the opportunity to provide a corporate Fax solution within the project budget and deliver savings. The predicted cost saving of implementing a centralised corporate fax solution over installing fax cards is approximately 40%.
- Once PrintSmart has been delivered there will be opportunity to drive further corporate savings by removing where appropriate standalone Fax devices, which as an industry standard have an annual total cost of ownership of approximately £300.

- There is a limited market for centralised corporate fax solutions and a narrow window in which to incorporate this as part of the PrintSmart project. There is also a requirement to integrate any centralised corporate fax solution with the new MFDs being installed.
- Three comparable quotations have been sought for a centralised managed fax solution, with the lowest price from Canon (UK) Ltd.

Recommendations

- The Chief Officer, ICT is recommended to approve the waiver of Contract Procedure Rules 8.1 and 8.2 and enter into a contract with Canon (UK) Ltd for the provision of Process Flows RightFax product suite.

Contracts Procedure Rules

1. Purpose of this report

- 1.1. The purpose of this report is to seek approval to Contract Procedure Rules 9.1 and 9.2 and enter into a contract with Canon (UK) Ltd for the provision of Process Flows RightFax product suite.

2. Background information

- 2.1. A procurement exercise has been completed using the Government Procurement Service under the framework RM1599: Managed Print Services, Lot 2. A new contract has been awarded to Canon (UK) Limited to commence on the 13th October 2014 for a period of five years, ceasing on the 12th October 2019. This project is titled PrintSmart.
- 2.2. Within scope of the PrintSmart project is the requirement to provide Fax functionality across the printer fleet.
- 2.3. There are two options to provide this functionality; install fax cards on all printers where fax functionality is required, or deliver a corporate fax solution located in one of the authorities Data Centres. The cost of the latter option is substantially cheaper over the five years of the contract.
- 2.4. There has been a requirement for a corporate Fax solution for a number of years, with several requests into ICT Commissioning to develop this capability. This has never got traction due to funding issues within the business.
- 2.5. The PrintSmart project provides the opportunity to provide a corporate Fax solution within the project budget and still deliver savings.
- 2.6. Once PrintSmart has been delivered there will be opportunity to drive further corporate savings by removing where appropriate standalone Fax devices, which as an industry standard have an annual total cost of ownership of approximately £300.
- 2.7. There are known compliance issues with the potential loss of sensitive data through fax being sent to the incorrect device. The delivery of a corporate solution provides much stronger security features and will mitigate the risk of a fine from the Information Commissioner.
- 2.8. Three quotes have been sought; two for Process Flows RightFax, one via SCC and one through Canon, also a quote for an alternate product Kofax. Of the three quotes received the one direct from Canon provides the most cost effective pricing over the five years.

3. Corporate Considerations

3.1. Consultation and Engagement

- 3.1.1. Consultation with key stakeholders will be under taken as part of the negotiation.

3.2. Equality and Diversity / Cohesion and Integration

3.2.1. There are no issues relevant to Equality and Diversity / Cohesion and Integration with this decision.

3.3. Council Policies and City Priorities

3.3.1. Not applicable.

3.4. Resources and Value for Money

3.4.1. The delivery of the RightFax solution will reduce the overall cost of the PrintSmart service. Further to this the delivery of the RightFax solution will allow ICT to remove cost from the business longer term through the removal, where appropriate of stand along Fax devices.

3.4.2. The delivery of a RightFax solution will allow business areas to utilise a more elegant solution for the delivery of fax, with the ability to fax to email, fax to SharePoint. This will allow business areas to review working processes and streamline them accordingly with the possibility of working more effectively.

3.5. Legal Implications, Access to Information and Call In

3.6. This decision is a significant operational decision and is not subject to call in. **Risk Management**

3.8. The delivery of a RightFax solution will provide enhanced data security on those fax devices within scope and reduce the likelihood of a fine from the Information Commissioner for a data breach.

4. Conclusions

4.1.1 The provision of a RightFax solution is more cost effective and will provide a platform that can be used across the council to allow smarter working and provide further cost savings.

4.1.2 There has been a requirement to deliver a corporate fax solution for a number of years; therefore the opportunity to deliver this within the PrintSmart project will deliver a corporate need and allow business areas to review working practices in relation to fax usage.

4.1.3 The RightFax solution provides a much stronger compliance to data security and will significantly reduce the possibility of a fine from the Information Commissioner for loss of data.

5 Recommendations

- It is recommended that Process Flows – RightFax is purchased direct from Canon and delivered as part of the PrintSmart project.

6 Background documents

Contracts Procedure Rules

6.1 Appendix 1 – Quote comparisons