Managed Print Service – CCS Framework Award (RM6174) Report

Date: 26th April 2024

Report of: Interim Chief Digital Information Officer

Report to: Director of Strategy & Resources

Will the decision be open for call in? ☐ Yes ☒ No

Does the report contain confidential or exempt information? ☐ Yes ☒ No

Brief summary

- This report outlines the conclusion of the mini-competition procurement exercise to select a Managed Print Service provider for Leeds City Council.

- The Managed Print Service aligns with the Council's ambition to modernise its digital and printing infrastructure, thus supporting more efficient council operations and enhancing services provided to the public.

- The Managed Print Service will encompass the provision of 315 multifunctional devices (MFDs) across various council sites – including offices and public facilities to replace the aging fleet and address the current and future needs of the council and its partners.

- The mini competition was held on Lot 2 of the CCS framework RM6174 (Multifunctional Devices (MFDs), Print and Digital Workflow Software Services and Managed Print Service Provision). The Council received 3 responses on time. These were evaluated as part of the Supplier Selection Questionnaire (SSQ) stage. All three suppliers were then shortlisted and their responses to the Method Statements were evaluated and scored. Supplier interviews were held on the Monday 15th April 2024. The purpose of the interviews was to further investigate topics relating to the Method Statements. A final moderation session was held on Monday 15th April 2024 where scores awarded to suppliers after the evaluation of the Method Statements were reviewed and adjusted accordingly based on the outcomes of supplier interviews.

- The evaluation panel consisted of 4 members from IDS – Deputy Head of Cloud & Platforms, Service Centre Manager, Service Centre Team Leader (Print Manager), Service Centre Team Leader with support from Project Manager, Security Technical Lead, and Solution Architect.

- The commercials were evaluated by the Procurement team.

Recommendations

a) To approve the award of the contract for the Managed Print Service to Canon (UK) Limited to the value of £939,978.94 for the initial 3-year term. The contract start date will be 26th July 2024 and will expire 25th July 2027.

b) The contract for the Managed Print Service will run until 25th July 2027, under the terms of the CCS Framework (RM6174) with an option for two further one-year extensions. The total value of the contract, including the 3 year initial term and the 2 x 12 month extensions, is £1,446,803.91.

What is this report about?

1 To modernise the Council's print infrastructure in alignment with digital transformative objectives.

To address operational inefficiencies and high maintenance costs associated with outdated printing equipment.

To ensure the Council's printing capabilities are sustainable, secure and capable of meeting the diverse needs of its services.

To leverage the benefits of a Managed Print Service, including improved cost management and enhanced service delivery.

What impact will this proposal have?

2 This will have a significant positive impact on council staff by alleviating current operational constraints and introducing more efficiency, user-friendly printing solutions.

Citizens will benefit from improved service delivery enabled by the modernised infrastructure.

The proposal supports the council's sustainability goals by introducing energy efficient MFDs and reducing waste.

Financially, the framework offers a cost-effective solution for managing the council's printing needs over the coming years, ensuring value for money and allowing for better budgeting and cost control.

How does this proposal impact the three pillars of the Best City Ambition?

☒ Health and Wellbeing ☐ Inclusive Growth ☐ Zero Carbon

3 By improving Public Access sites with new, user-friendly features like contactless payment, the council is ensuring that a broader segment of the population can access and benefit from the public services.

A move to cloud-based solutions and modern hardware would create efficiencies that allow the Council to redirect resources towards more inclusive growth initiatives.

The improved infrastructure will enable better collaboration between various departments and entities (i.e., NHS, ICB, Police, etc), facilitating more cohesive and inclusive public service delivery.

What consultation and engagement has taken place?

Wards affected:		
Have ward members been consulted?	☐ Yes	☒ No

4   Staff across IDS have been briefed on the proposals.

Engagement with potential suppliers to understand market capabilities and innovations in Managed Print Services.

The Interim Chief Digital and Information Officer and Executive Member for Resources have been briefed.

What are the resource implications?

5   The anticipated spend is within the allocated budget for the Print Procurement project.

Resources are available internally to support this initiative (considering time allocated for tender process, rollout, and staff training).

The framework allows for scalable resource allocation, ensuring the council can adjust its printing capacity as needs evolve without significant financial or operational risk.

What are the key risks and how are they being managed?

Risk	Description/Impact	Mitigation
Implementation Delays	Delays in device delivery or setup could disrupt operations.	A detailed project timeline with buffer periods for unforeseen delays can mitigate this.
Data Security	Transitioning to a cloud-based solution poses data security risks.	Comprehensive security assessments and adherence to data protection regulations will manage this.
Contractual Issues	Dependence on a single supplier could be risky.	Inserting break clauses and performance reviews in the contract can provide a way out if required.
Resource Allocation	Inadequate or poorly trained staff can lead to inefficient use of new systems.	Ongoing training and perhaps hiring of additional staff can manage this risk.
Public Reception	The public might find new payment methods or interfaces challenging.	Public consultations and user-friendly guides can aide in acceptance.

The risks involved with the project due to the timescales means the new supplier will need to include a handover period from the old MFD's/Printers to the new MFD's/Printers being installed.

By identifying these risks early and implementing these management strategies, we will be able to be better prepared to mitigate potential issues as the project progresses.

What are the legal implications?

6   The procurement exercise has been conducted in accordance with the public procurement regulations, ensuring transparency, fairness and value for money in the contract award process.

7   This is a significant operational decision as a direct result of a previously taken key decision ref D57072 taken on 18/1/24 which sought the authority to procure. Therefore, this decision is not eligible for call-in.

Options, timescales and measuring success

What other options were considered?

- Direct award of new contract to Canon (UK) Limited.
- In-house management and upgrades to existing infrastructure.

How will success be measured?

- Noticeable reduction in operational and maintenance costs
- High device availability with low downtimes, exceeding a predefined threshold.
- Increased utilisation rates for new devices and features
- Positive internal staff feedback on ease-of-use and reliability
- No security breaches or compliance issues
- High public usage rates and positive feedback for new print services in public spaces
- Supplier meeting or exceeding contract performance and delivery metrics
- Reduction in energy consumption and waste

What is the timetable and who will be responsible for implementation?

8   Immediate commencement upon contract award with full implementation to be commenced from July 2024 onwards.

Project Manager to continue to support with this project until deployment activities have concluded.

The project team is responsible for the implementation.

Appendices

- None

Background papers

Council and democracy (leeds.gov.uk)