



**Invitation to Tender
for**

**Multifunctional Device &
Managed Print Service Project**

Closing date: 21st September 2012

CONTRACTOR NAME:

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1. Introduction

You are invited to submit a tender for the provision to supply Portsmouth City Council (PCC), with its requirement for Multifunctional devices and related print services, under the terms of **Lot 2** of the **Government Procurement Service framework RM1599**.

PCC wishes to consolidate its localised printing function into a corporate provision, which offers a fit for purpose solution of standardised and networked devices. PCC also wants the provision to enable greater efficiency's to be made within the printing environment and to promote its sustainability and environmental objectives.

It is anticipated that this will be a 5 year contract to supply leased equipment.

Existing Arrangements

As the leases on existing equipment do not co-terminate, some legacy equipment will have a remaining term with the incumbent supplier. It is expected that the incoming supplier will liaise with the incumbent to provide an effective overall solution.

Tupe

The incumbent supplier also provides an on-site engineer, for maintenance and fault repairs. Depending on the level of resource this equates to, and if this service is offered, a potential TUPE consideration must be made. Further details will be provided week commencing 20.08.2012 via the Intend system in order for bidders to include such an undertaking in their bids, should this be a required.

PCC Infrastructure Information (figures are approximate)

The Authorities infrastructure is split into two main areas, the main campus around the Civic Offices in the Guildhall Square and the other being satellite locations throughout the city.

Staffing Information	
Number of overall staff	6500
Number of individual sites	200
Staff with printing capabilities	4500

Site	Staff Using Photo ID card	Magnetic swipe	Nonmagnetic swipe
Civic Campus	3000	2500	500
Outstations	2000	500	1500

Scope of Works

A summary of the tasks involved, but not limited to, are as follows:-

- An assessment is made of the current infrastructure and of each sites requirements.
- The recommendation of the appropriate options proposed for each site (including specific costs).
- A rolling implementation schedule is formulated, to include the integration/removal of legacy equipment.
- The installation or integration of the equipment at each site.
- Provide initial training and on-going support for the provision

Information

PCC are intending to provide its own internal dedicated resource as its point of contact to manage the provision and to liaise with the incoming supplier.

2. Instructions to suppliers

- 1) All requirements of this provision must conform to the specifications and terms and conditions as laid out within **Lot 2** (Catalogue of services) of the **Government Procurement Service (GPS) framework RM1599**. The specific information requested within this document is for evaluation purposes to determine the supplier who can demonstrate best value, whilst meeting the required quality standards.
- 2) Your tender submission must be provided by close of business (16.00 Hours) on **21st September 2012**.
- 3) It is expected that some of the individual functional requirements will be provided as a part of the overall provision, but will not be required on every device. Individual levels would still need to be assessed and agreed locally prior to implementation.
- 4) Contractors must:
 - a) Provide the information requested in Section 4
 - b) Complete Sections 7 and 8
 - c) State how they meet the requirements by providing full answers to each of the sections on the Requirements Table in Section 10. No references (shortcuts) to other sections should be made. Where directed, include information relevant to each requirement, using the questions specified in section 11. (Please restrict word count for each answer to **500** words)
 - d) Complete in full the costs table in Section 12 (using generic scenario)
 - e) Provide a detailed software list/description of the service in Section 13 (Info only.)
- 5) Please do not insert any embedded document objects or PDF objects into the tendering form. **Please attach any additional documents as separate files.**
- 6) The Council will accept the tender that represents best value for money for the Council, but reserves the right to accept no tender at all.
- 7) Tenders received after the fixed date and time shall not be considered (unless it can subsequently be proven that such quotations were not received due to an error within the control of the Council).

Request for information

Should you have any questions or require further information concerning this tendering process please contact us via the correspondence function on Intend for audit purposes. Please note that the latest date for submitting any requests is **31/08/12** for which the Council's response will be issued by **07/09/12**

Please understand that the Council will adopt the following response procedure.

- 1) Where the information requested is not commercially sensitive to your company, the same response will be presented to all contractors.
- 2) Where the information requested contains commercially sensitive material to your company, the non-commercially sensitive response will be extracted and circulated to all contractors.

Timetable

The contractor selection process is as follows:-

Activity	Deadline
Closing date for tender submission	21/09/2012
1st stage evaluation – Technical & Shortlisting	24/09/2012 to 05/10/2012
2 nd stage evaluations – Presentations & performance tests (Shortlisted suppliers only)	08/10/2012 to 19/10/2012
Preferred bidder selected	05/11/2012
Contract award	03/12/2012

Depending on other projects and commitments, these dates are subject to change.

3. Evaluation of responses

Evaluation methodology & examples

3.1. Evaluation

3.1.1. Your submitted tender will be assessed in accordance with the requirements of The Public Contracts Regulations 2006 (“the Regulations”), and the Council will treat all applications in line with the principles of transparency, equality of treatment and non-discrimination. Where the procurement value exceeds the EU thresholds for Works or Supplies & Services, your submitted tender will be assessed in compliance with these Regulations.

3.2. Award criteria

All tenders are evaluated against pre-determined criteria designed to select the tender which would provide the Council with the best value for money, this is generally determined by examining how each tenderer proposes to deliver the requirement (**quality**) and the cost of this provision (**price**). The balance between quality and price (**weighting**) has already been defined within the framework (Cost 60%, Quality 40%). Further clarification can be found in section 3.3.

The pre-determined award criteria, to be applied to this procurement, are defined within Section 3.3 below.

3.2.1 Quality scoring

The following table shows the scoring mechanism used by the Council to score the quality aspects of tenders received.

Judgement	Score	Performance
Excellent	5	A comprehensive response which provides information that is highly relevant, fully answers the question and includes evidence based added value.
Good	3	A detailed response which provides information that is directly relevant and substantially answers the question.
Satisfactory	2	A response which provides information that is generally relevant and adequately answers the question.
Poor	1	A response which falls short in terms of requirements and relevance.
Unacceptable	0	A response which does not provide information which is relevant and does not answer the question or no response is provided.

3.2.2 Tender evaluation example

The following example demonstrates the methodology applied to the evaluation of tenders, the criteria and weighting shown in this example are for demonstration purposes only. The criteria and weighting that will be applied to your tender will be shown within SECTION 3.3.

3.2.2.1 Quality evaluation

Although the quality weighting will be defined within the overall award criteria as say 40% this is generally made up of a number of sub criteria depending on the requirement being sought. Furthermore the importance of the sub-criteria is likely to differ, for example customer care may in certain circumstances be more important than the methodology used to deliver it as such additional weighting is often applied resulting in a scoring matrix as per the example below.

The score for each line being the sum of the weighting multiplied by the judgement score. In the example below, 'Quality' was judged as being good, therefore the score calculated for this element was $3 \times 15 = 45$.

Evaluation Criteria	Weight	Total of Sub-Criteria score	Score
Technical Solution	30%	2	60
Quality	15%	3	45
Methodology	20%	2	40
Quality Assurance	25%	5	125
Environmental	10%	3	30
		Total Score	300

Note:

The sum of the weighting for all criteria may in certain circumstances total more than 100 however the final result will later be 'normalised'.

An explanation of this is given below

$$\text{Therefore normalise cost score} = 40 \times \frac{\text{Comparative score}}{\text{Highest score}}$$

e.g.

Tenderer	Score	Calculation	Normalised Cost Score
Tenderer X	300	$40 \times (300 / 300)$	40
Tenderer Y	270	$40 \times (270 / 300)$	36
Tenderer Z	220	$40 \times (220 / 300)$	29.3

Tenderers should also be aware that the above criteria may have sub criteria, where this occurs normalisation will also take place at that level.

3.2.2.2 Price evaluation

Prices submitted are converted into a score based on a percentage of the best tender, normally this is the lowest compliant tender submitted.

The calculation used is;

$$\text{Score} = 100 \times \frac{\text{Lowest compliant Tender}}{\text{Comparative Tender}}$$

An example of this in action would be

Tenderer	Price	Calculation	Score
Tenderer X	£150,269	$100 \times (\text{£}126,987 / \text{£}150,269)$	84.5
Tenderer Y	£126,987	$100 \times (\text{£}126,987 / \text{£}126,987)$	100
Tenderer Z	£166,666	$100 \times (\text{£}126,987 / \text{£}166,666)$	76.2

Note:

Where the Council identifies additional costs arising in relation to a specific proposal within a tender the Council reserves the right to incorporate such cost(s) into the price of that tender.

For an income generating project the highest tender would receive a score of 100 with competitive tenders being scored as a percentage below this.

3.2.2.3 Combined scores

The final calculations to identify the tender which offers the Council the best value for money is to combined the quality and cost elements and to normalise these.

Normalising brings the scores back in line with the original weighting of the overall award criteria; the example in 3 above was;

Quality 40%

Cost 60%

$$\text{Therefore normalise cost score} = 60 \times \frac{\text{Comparative score}}{\text{Highest score}}$$

e.g.

Tenderer	Score	Calculation	Normalised Cost Score
Tenderer X	84.5	$60 \times (84.5 / 100)$	50.7
Tenderer Y	100	$60 \times (100 / 100)$	60
Tenderer Z	76.2	$60 \times (76.2 / 100)$	45.7

The following table provides an example of the full evaluation calculation process for a simple project based on the explanations and scores above.

Overall Award Criteria:- Quality Cost

Quality Section				
Weighting	Criteria	Tenderer X	Tenderer Y	Tenderer Z
30%	Technical Ability	60	60	60
15%	Quality	45	45	30
20%	Methodology	40	60	60
25%	Quality Assurance	125	75	50
10%	Environmental	30	30	20
	Total Quality Score	300	270	220
Cost Section				
Tender Price		£150,269	£126,987	£166,666
Tender Score		84.5	100	76.2
Normalised Scores				
Quality		40	36	29.3
Cost		50.7	60	45.7
Total Combined Scores		90.7	96	75

3.3 Evaluation criteria for this procurement

3.3.1 Tender evaluation criteria & weighting

This section provides all tenderers with the evaluation criteria and weighting that will be applied to **THIS** procurement.

Essential Requirements – All must be met 100%.

This procurement will be based on a **two stage evaluation process**.

All supplier returns will go through the initial evaluation process described above, whereby a maximum of 80% of the overall quality scoring can be achieved. The remaining 20% will only be applicable to the shortlisted suppliers during the 2nd stage.

3.3.1.1 2nd Stage Evaluation - Presentations

It is anticipated that the suppliers achieving the two highest scores in the first stage evaluation are shortlisted into the second evaluation round, where they will be required to present aspects of their solution to the evaluation panel. **The supplier's team making the presentation must include the people that PCC would be working with should the contract be awarded to them.**

Specific questions and supporting information will be made available to these shortlisted suppliers after the first evaluation stage.

The scores from this second stage will then be normalised, using the same process as described in section 3.2 and combined with the first rounds cost and quality score, to give the overall result. (example below)

Comparative score

Therefore normalise presentation score = 5 x $\frac{\text{Score}}{\text{Highest score}}$

e.g.

Tenderer	Score	Calculation	Normalised Cost Score
Tenderer X	42	8 x (42 / 56)	6
Tenderer Y	56	8 x (56 / 56)	8

Overall Evaluation

Normalised Scores	Tenderer X	Tenderer Y
Quality	40	36
Cost	50.7	60
Presentation & Performance test	6	8
Total Combined Scores	96.7	104

3.3.1.2 Tender award criteria

The overall award criteria for this procurement will be	
Cost	60%
Quality	40%

Quality evaluation sub-criteria

The following table outlines the sub-criteria that will be used to assess the quality aspects of the tender including the weighting of each element. A **maximum of 80%** of the quality score can be achieved during the **1st stage evaluation**. The **remaining 20%** will only be applicable to the shortlisted suppliers in the **2nd evaluation stage**.

1 st Stage Evaluation Criteria	Quality Sub-Weighting – 80%
Functionality	25%
Performance	20%
Operability/Ease of Use	12%
Implementation / Mobilisation / Support	10%
Fit with our infrastructure	10%
Added Value/Innovation	3%

Please Note – Individual subsections within each quality criteria area will be weighted equally. (i.e. Performance – Hardware 25%, Provision 25%, Contract 25%, Print Management 25%)

2nd Stage Evaluation (shortlisted suppliers only)	Quality Sub-Weighting – 20%
Presentations & Unit Performance Test	Subsection weighting
Print Management solution/capabilities	20%
How to assess our requirements	25%
Intelligent fault finding solution	15%
Administration/Management interface	10%
Implementation plan & timescales	10%
Added value/Innovations	5%
Fit within our organisation	5%
Unit performance test*	10%

***Unit Performance Test**

Shortlisted suppliers will be expected to undertake a unit performance test. This will require that the provision is made for PCC representatives to have access to a pre-determined range of machines to conduct a series of performance tests. Details of the test requirements, approach and score sub-criteria will be provided to shortlisted suppliers after the 1st evaluation stage.

3.3.1 Restricted Tender Declaration

An **online** restricted tender declaration must be completed within In-Tend in which all **mandatory questions** must be responded to prior to making your formal submission; **the In-Tend system will not allow submissions to be made until these requirements have been completed.**

3.3.1 Collusive Certificate

If your organisation is unable to certify this certificate your tender will not be scored resulting in a Failure.

3.3.1 Declaration

If your organisation is unable to agree with this Declaration Question number 2 your tender will not be scored resulting in a Failure.

3.3.1 Form of Tender

If your organisation is unable to agree with this Form of Tender your tender will not be scored resulting in a Failure.

Additional note

Should a contractor be invited to attend a meeting to demonstrate or clarify their response the contractor's team must include the people that PCC would be working with should the contract be awarded to them.

4. Insurance Requirements

Please provide evidence that the following minimum levels of insurance are held (including policy number, expiry date and limit of liability for the following types of insurance:

The minimum insurance requirements for this contract are:

- Professional Indemnity - **£2 million**
- Employers Liability - **£2 million**
- Public Liability - **£5 million**
- Product Liability - **£5 million**

Please note that your insurance policy must be governed by English Law and Jurisdiction.

The contract will not be awarded until evidence of valid insurance certificates are provided

5. Terms and Conditions

The **GPS framework RM1599** terms and conditions apply to this contract.

Bidders are expected to review and price in accordance with the Framework terms and the specification contained within the tender document. In submitting a bid, bidders are agreeing to be bound by these terms and conditions and any additions contained within the tender document, without further negotiation or amendment in any material aspect. Such proposed amendments would always be at the sole discretion of the Council.

However, if bidders have queries or concerns about the terms of the Contract, they should raise the issue as a clarification question – perhaps including alternative wording – so that the Council may consider the proposal, decide the matter, and issue notice to all bidders by way of the usual means of clarification in accordance with the provisions of the invitation to tender, that is any amendment shall be published through a Clarification Document and shall apply to all bidders.

The Council reserves the absolute right to disregard any amendments which are not proposed in accordance with the above and to treat a bid as non-compliant.

6. Financial Details

All pre-financial checks have been carried out and approved within the qualifying stages of the **GPS Framework agreement RM1599**.

7. Company Information

(Please enter a short introduction here including a single point of contact to be used for all further communications).

Name:

Position:

Address:

Telephone:

Email:

8. Management Summary

(Please enter an overview of your proposal here)

9. Technical Infrastructure Information

PCC's technical infrastructure operates with the following key features:

13.1



13.2

Any proposed solution that deviates from these standards will require a fully costed proposal that includes all items needed to support and maintain any such deviation. These "switch" costs should include training and all components that are required to enable replacement or co-existence of the new infrastructure.

10. Requirements

All requirements are to be fulfilled as per the specifications laid out within **Lot 2** of the **GPS RM1599 framework agreement**. The information requested within this section is for clarification and to identify areas and services which sit outside of the core provision and could incur additional costs.

The solution being sort is a provision with the capability to provide all of the functional requirements, but these may not necessarily be required on every piece of equipment.

- 1) Please add text into the table provided (below each description) in a different colour to clearly identify your response.
 - a) Describe how the solution meets the requirement
 - b) Advise if the solution will wholly meet each requirement or if additional infrastructure/configuration or development by PCC will be required (or if not applicable state 'not applicable').
- 2) Please complete the columns labelled '% met' to give a percentage estimate for how well the solution matches the requirement.
 - % met (1) - % met as standard
 - % met (2) - % met when enhancements are applied (additional costs must be provided)
- 3) All Essential Requirements **must** be met (100%). If any essential requirement cannot be met, this would constitute a fail.
- 4) If essential requirements can only be met if enhancements are applied, these costs must be indicated **and** included in the cost section.
- 5) If desirable requirements can only be met if enhancements are applied, these costs must be indicated **but not** included in the cost section.

The following requirements have been identified where:-

E = Essential

D = Desirable

N = Nice to Have

10.1. Functionality

10.1.1 General Requirements

Ref	Description	E / D / N	% MET (1)	% MET (2)
Copying / Printing				
CPR01	Copy an individual document	E		
CPR02	Copy multiple documents from a document feeder	E		
CPR03	Copy double-sided documents	E		
CPR04	Copy any document size up to A3	E		
CPR05	Defaults can be established for each device	E		
CPR06	Enlarge / reduce the size of the document being copied based on standard sizes, e.g. A3 to A4, or customisable scaling	E		
CPR07	Lighten or darken the image of a copied document	E		
CPR08	The device automatically identifies the darkness of the image being copied and recommends the settings	D		
CPR09	The device identifies if the document being copied is smaller than the paper it is being printed on and doesn't black out the edges	D		
CPR10	Produce documents with 2 or 4 hole punching	D		
CPR11	The ability to automatically staple printed documents in a variety of positions	E		
CPR12	Bind printed documents	D		
CPR13	Print documents in black and white	E		
CPR14	Print documents in colour	E		
CPR15	Print any document size up to A3	E		
CPR16	Print label sheets	E		
CPR17	Print on headed paper using a separate paper tray	E		
CPR18	Print the 1 st page on headed paper and the remaining pages on double sided plain paper, i.e. not print on the back of the headed page	D		
CPR19	Print on specialist forms / paper, e.g. birth, death and marriage certificates	E		
CPR20	Print on coloured paper	E		
CPR21	Print on card	D		
CPR22	Adjust the print quality from low to high with varying scales	E		
CPR23	Print duplex documents	E		
CPR24	Print 2 pages of the document on one side, i.e. side by side	E		
CPR25	Print documents in booklet format	D		
CPR26	Collate printed documents	E		
CPR27	Adjust priority levels for printing / copying	E		

Ref	Description	E / D / N	% MET (1)	% MET (2)
CPR28	'Follow me' print function to allow documents to be printed at any networked device	E		
CPR29	A secure method of logging in to an MFD to retrieve held print jobs	E		
CPR30	If the method of logging in to a device involves a physical item a workaround must be available if the item is lost or not available	D		
CPR31	When registered at a device the user can print specific print jobs or print all	E		
CPR32	When registered at a device the user can cancel specific print jobs or cancel all	E		
CPR33	When registered at a device the user can increase or decrease the number of copies to print	D		
CPR34	When registered at a device the user can view all their previous jobs for X hours after they have printed and reprint any job (where X is configurable)	E		
CPR35	When registered at a device the user can view all their previous jobs for X hours after they have printed and email any job (where X is configurable)	D		
CPR36	The job name is displayed to identify print jobs on the queue	D		
CPR37	Cancel print jobs from the queue	E		
CPR38	Automatically clear print jobs from the queue after X hours (where X is configurable)	E		
CPR39	The ability to send print jobs to the queue from any network connected device, including wirelessly e.g. BlackBerry, laptop, etc.	D		
CPR40	When selecting to print to a bulky printing device an estimated time is displayed based on the current queue	D		
CPR41	When selecting to print to a bulky printing device no further interaction is required by the user, i.e. not having to register at the device	D		
CPR42	The user is notified at the computer they are logged on to when a bulk print job has been completed	D		
CPR43	Users can be created that have access to all print jobs for specific users allowing them to print or cancel jobs for their group	D		
CPR44	If a job has started printing or copying it can be cancelled immediately by the owner of the job and stop the print or copy	E		
CPR45	A library can be established of favourite forms or documents for each user which can be accessible to print from the device	D		
CPR46	Certain calendars can be automated to print on a regular basis, e.g. meeting room bookings calendars printed automatically every morning	D		
CPR47	A solution is available that has a deep feed tray that accepts a minimum of 3 reams of paper	E		
CPR48	The device has multiple trays that can hold different types of paper, e.g. headed and coloured	E		

Ref	Description	E / D / N	% MET (1)	% MET (2)
CPR49	A solution with multiple output trays is available which allows the routing to a different tray depending on the user	D		
CPR50	The device is available as a local printer where applications only allow local printing	D		
CPR51	There is the facility to erase certain areas when photocopying but manually identifying the area, e.g. for confidentiality reasons blackout a name	N		
Scanning				
SCA01	Scan individual pages	E		
SCA02	Scan multiple pages from a document feeder	E		
SCA03	Scan double-sided pages	E		
SCA04	Scan pages in colour	D		
SCA05	Enlarge / reduce the size of the scanned image based on standard sizes, e.g. A3 to A4, or customisable scaling	E		
SCA06	OCR (Optical Character Recognition) software to automatically transfer scanned documents to MS word	D		
SCA07	Scan the document to a pdf format	E		
SCA08	Lighten or darken the scanned image	E		
SCA09	The device automatically identifies the darkness of the image being scanned and recommends the settings	D		
SCA10	Adjust the resolution of the scanned image	E		
SCA11	Adjust the resolution based on a specific output file size	D		
SCA12	Attach the scanned document to an e-mail and chose recipient(s) to send to	E		
SCA13	The ability to register favourite email addresses for a user which can be accessed and used when registered at the device	E		
SCA14	Scan documents straight to a drive on the network	E		
SCA15	The ability to password protect a document before it is stored on to the network	D		
SCA16	Scanned documents can be automatically sent to a user's nominated file	D		
Faxing				
FAX01	Send paper documents in a fax	E		
FAX02	Send scanned documents in a fax	D		
FAX03	Receive and print faxes	E		
FAX04	Faxes are automatically converted to electronic documents and sent to specific users via email	D		
FAX05	Secure method of logging in to a device to retrieve secure faxes	E		

Ref	Description	E / D / N	% MET (1)	% MET (2)
FAX06	A notification message is sent to specified users when a fax is received	D		
FAX07	The user has the ability to preview the fax before printing or deleting it	D		
FAX08	The device can block faxes from specified numbers	N		
FAX09	Faxes automatically prints from a specified tray, e.g. coloured paper	D		
FAX10	Short codes can be created and maintained for the device for popular numbers to send to	D		
General				
GEN01	Automatic energy saving mode during idle periods	E		
GEN02	Electronic user guide which can be published on the Intranet	E		
GEN03	User guides are available as:- <ul style="list-style-type: none"> • Detailed user guide • Quick start user guide • Troubleshooting user guide 	D		
GEN04	Clearly displays an explanation and the location of the malfunction e.g. paper jams	E		
GEN05	If there is a paper jam the printing continues from the point where the malfunction occurred	E		
GEN06	Alerts can be sent to specific users if the device has a problem	D		
GEN07	A message is sent to different users depending on the type of problem, e.g. problems that require an engineer are sent to them directly	D		
GEN08	A solution is available to enable the costs for jobs are displayed on the device, and that they can be paid for locally in advance before it is produced (i.e. the general public)	E		
GEN09	A sufficient range of devices are available to provide the most cost effective solution for the service area or site.	E		
GEN10	The different types of usage are logged to enable the appropriate recharging to be completed	E		
GEN11	There is the facility to identify where the nearest device is located	D		
GEN12	The ability to store printing jobs centrally so they can be accessed and printed by the user from any networked device.	E		

10.1.2 Specialist Requirements

Ref	Description	E / D / N	% MET (1)	% MET (2)
Individual Requirements				
SR01	A solution is available to print large document sizes from A2 to A0 in mono and colour	D		
SR02	A solution is available to scan document sizes from A2 to A0	D		
SR03	A solution to scan large document sizes to A0 in colour to other formats i.e. .tif	D		
SR04	A solution that must be able to integrate with other imaging software (e.g. Fiery RIP) to improve the processing of complex print jobs	D		
SR05	A function that provides a binding facility for printed documents	E		
SR06	A function that provides a folding facility for printed documents	E		

10.1.3 Additional Functional Requirements for Very High Volume Equipment

NAME	DESCRIPTION	B & W	Colour	Additional Notes/Comments	E/D	% MET (1)	% MET (2)
BP01	An appropriately sized internal hard drive/memory solution where pre-designed forms can be saved & called upon at time of printing using our tool called Planetpress.	Y	Y	Planetpress is a software tool made by Objectif Lune – it allows for the formatting/manipulation of variable data & for this data to be printed onto pre-designed forms which reside in the printers memory reducing the time required to print each page, i.e. the design is only sent once to the printer it is the data that does the work.	E		
BP02	Able to Scan documents to a prescribed place on our network. Required for Simplex &/or Duplex, A3 &/or A4 size documents	Y	N		E		
BP03	Able to Photocopy documents. Required for Simplex &/or Duplex, A3 &/or A4 size documents	Y	N		E		
BP04	Able to Staple Documents (Auto & Manual). Both during the printing process & manually after printing if required.	Y	N		E		

NAME	DESCRIPTION	B & W	Colour	Additional Notes/Comments	E/D	% MET (1)	% MET (2)
BP05	PostScript language level 3 or above (Colour may be less prescriptive but supplier would need to prove this in a test with Planetpress – otherwise PS3 should be assumed).	Y	Y		E		
BP06	Minimum of 3+ paper input trays, at least 1 of which must be capable of taking different format paper (A3, A4 etc.). At least 1 tray must be capable of being loaded up with 2000 sheets or more of A4 paper at once.	Y	N		E		
BP07	Minimum of 3+ paper output trays/bins. At least 1 of which must be capable of taking 1000 sheets of A4 before needing emptying.	Y	N		E		
BP08	Minimum of 1 paper input tray – Colour Only . At least 1 tray must be capable of being loaded up with 500 sheets or more of A4 paper at once.	N	Y		E		
BP09	Minimum of 1+ paper output trays/bins – Colour Only . At least 1 of which must be capable of taking 500 sheets of A4 before needing emptying.	N	Y		E		
BP10	Able to print onto A4 Card, up to a max of 160 g/m ²	Y	N		E		
BP11	Black and White printers able to print 960,000 'clicks' per year at no additional cost (i.e. this number of clicks to be within the cost of the contract). You MUST also indicate in the costs table what the cost to print per click will be after this amount is breached.	Y	N		E		
BP12	Colour printer able to print 35,000 'clicks' per year at	N	Y		E		

NAME	DESCRIPTION	B & W	Colour	Additional Notes/Comments	E/D	% MET (1)	% MET (2)
	no additional cost (i.e. this number of clicks to be within the cost of the contract). You MUST also indicate in the costs table what the cost to print per click will be after this amount is breached.						
BP13	Toner / Consumables to be included for in the contract price, i.e. to be free. There is to be no additional charge for these dependent on higher usage etc. etc.	Y	Y		E		
BP14	Printers must be contactable / configurable from the network by name and/or by IP	Y	Y		E		
BP15	Able to print onto pressure seal stationery which contains glue & up to 10,000 forms in one continuous run). Absolutely critical that company is able to guarantee that their printer will not jam up with glue residues due to the heat of the run etc. For example if they can prove that their printer uses PRESSURE to adhere the ink to the page and not heat this would be sufficient.	Y	N	Evidence could be demonstrated by Customer Reference sites and/or by physically installing a printer and enabling us to do a 10,000 print run test. Even if this was successful they MUST give written confirmation that this volume and paper type was acceptable for this printer and that no liability would be accepted by us if it turns out to not be the case. Pressure seal paper is NOT used on colour printer so doesn't apply to this printer type.	E		

10.1.4 Reprographics Requirements (VHV Machines)

Ref	Description	E / D / N	% MET (1)	% MET (2)
Copying / Printing - General				
REP01	Production quality machine – colour (please refer to question 16 in section 11)	E		
REP02	Production quality machine – mono (please refer to question 16 in section 11)	E		
REP03	Offline finishing for booklet making	E		
REP04	Offline finishing for square-back booklet making	E		
REP05	Offline finishing for business card, postcard trimming etc.	D		
REP06	Print queue management software to feed multiple machines	D		
Copying / Printing – Colour Machine				
REP07	High capacity paper tray	E		
REP08	SRA3 paper trays	E		
REP09	Duplexing with high accuracy	E		
REP10	Heavy media (300gsm+)	E		
REP11	Variety of materials accepted, such as transparency, magnetic backed material	N		
REP12	Folding	E		
REP13	Punching – 2 and 4 hole	E		
REP14	Stapling – Top corner, and 2 at side	E		
REP15	Media profiling	D		
REP16	Embedded or standalone RIP hardware/software	E		
REP17	Cover inserter	D		
REP18	Change toners on the fly	N		
REP19	Scanner	D		
REP20	Auto document feeder	D		
Ref	Description	E / D / N		
Copying / Printing – Mono Machine				
REP21	High capacity paper tray	E		
REP22	SRA3 paper trays	E		
REP23	Duplexing with high accuracy	D		
REP24	Heavy media (300gsm+)	E		
REP25	Folding	E		
REP26	Punching – 2 and 4 hole	E		
REP27	Stapling – Top corner, and 2 at side	E		
REP28	Cover inserter	E		

Ref	Description	E / D / N	% MET (1)	% MET (2)
REP29	Change toners on the fly	N		
REP30	80ppm minimum speed	E		
REP31	Scanner	E		
REP32	Auto document feeder	E		

10.1.5 Reporting

Ref	Description	E / D / N	% MET (1)	% MET (2)
Reporting				
	The provision includes a set of standardised reports to allow the formulation of the most relevant Management Information including but not limited to -			
RPT01	Individual User/user group activity etc. (please answer question 7 in section 11 within your response)	E		
RPT02	Individual job costs of a device for a defined period and give comparisons of these costs compared to the most efficient method available. i.e. actual verses default	D		
RPT03	The level of Up/Down time of each device	E		
RPT04	The provision includes an inventory function of all devices with the ability to record equipment movements	D		
RPT05	The number of faults a device has had in a defined period	E		
RPT06	Data on the provision can be collated to provide customised reports	D		
RPT07	The ability to report on the number of jobs produced which are outside of the official print policy, and identifies the user.	D		
RPT08	To provide performance data compared to agreed KPI's	D		

10.2 Performance

10.2.1 Hardware

Ref	Description	E / D / N	% MET (1)	% MET (2)
Hardware				
PER01	Print jobs are accessible from a networked device within 10 seconds of the request being made	D		
PER02	Very high volume machines are capable of printing more than 80 mono pages per minute	E		
PER03	Very high volume machines are capable of printing more than 20 pages colour per minute	E		
PER04	A user is automatically logged out of a device after a period of X seconds (where X is configurable) (please answer question 12 in section 11 within your response)	D		
PER05	The provision includes a solution to actively reduce overall printing levels	D		
PER06	Very high volume machines are designed/proven to be capable of high volume printing without breakdown	D		
PER07	The devices are within the regulatory standards for its environmental impact and audible levels	D		
PER08	The equipment provided should be the latest specification models within each range and availability reflected within the implementation schedule i.e. if a newer model is due to be released within 3 months	D		

10.2.2 Provision

Ref	Description	E / D / N	% MET (1)	% MET (2)
Provision				
PER09	Documentation or references can be provided to substantiate that the reliability measures (up/down time) detailed within the framework has been achieved within a working environment	D		
PER10	The solution includes the flexibility to Up/Down scale, or remove equipment in-line with future staffing levels and usage levels	E		
PER11	Equipment identified as under-performing, is replaced with a more fit for purpose solution	D		
PER12	Documentation or references can be provided to substantiate where previous operational efficiencies have been achieved within a working environment (toner, paper, wastage, energy etc.)	D		
PER13	The equipment meets the minimum environmental standards for energy consumption (please answer question 10 in section 11 within your response)	D		
PER14	Different leasing options are made available include the ability for PCC to obtain independent leasing (please answer question 18 in section 11 within your response)	D		
PER15	The equipment can accept a varying range of paper quality and types (please answer question 17 in section 11 within your response)	D		

10.2.3 Contract

Ref	Description	E / D / N	% MET (1)	% MET (2)
Contract				
PER15	The contract has defined key performance indicators (KPI's) that clearly identifies the areas where the provision is performing well and the areas that require improvement	E		
PER16	The supplier will attend regular performance reviews, to discuss KPI's and make recommendations of how improvements can be made.	D		

10.2.4 Print Management

Ref	Description	E / D / N	% MET (1)	% MET (2)
Print Management				
PM01	A software solution is provided with the ability to show the user, when initiating a printing job, the most efficient way to produce it if more than X number of pages are requested (where X is configurable) (please answer questions 2 & 3 in section 11 within your response)	D		
PM02	The ability to advise the user the official print policy if more than X number of pages are requested (where X is configurable)	D		
PM03	The ability to provide the user with an estimate of individual job costs	D		
PM04	The ability to set maximum limits to jobs (number of prints/copies etc.)	D		
PM05	Individual users, or user groups, have to physically log into the system, locally at the device, before any job is produced. (please answer question 1 in section 11 within your response)	E		
PM06	An alternative solution is available to temporarily enable users to access the facility for X number of hours (where X is configurable) and these rights automatically removed after this time	D		

10.3 Operability/Ease of Use

Ref	Description	E / D / N	% MET (1)	% MET (2)
Operability/Ease of Use				
OP01	The provision has a clearly defined standardised display across the range of devices	D		
OP02	The layout of the device interface is configurable by the fleet administrator and by the user	D		
OP03	The device interface provides a user guide of the basic functions	D		

Ref	Description	E / D / N	% MET (1)	% MET (2)
OP04	The user has the ability to change basic printing preferences locally at the device (i.e. size of paper, print quality etc.)	D		
OP05	The ability to access and alter user permissions	E		
OP06	The ability to centrally control the administrative requirements for all print management functions	D		
OP07	Functions to allow staff with a mobility disability to use the provision (please answer question 13 in section 11 within your response)	D		
OP08	PCC staff are able to replenish the units consumables, and a guide to do this can be found locally on the device	D		
OP09	A guide of how to rectify a paper jam is clearly defined locally on the device.	E		
OP10	The provision has standardised basic functions to allow effective use of all devices across the various specifications	D		
OP11	There is a detailed user guide available, both manually and electronically	D		

10.4 Implementation/Mobilisation/Support

10.4.1 Maintenance and Support

Ref	Description	E / D / N	% MET (1)	% MET (2)
Maintenance/Support				
MT01	There is a clearly defined maintenance schedule for each device in place for its entire lifecycle, even if up time is 100%	E		
MT02	The provision has an automated fault finding and reporting function (please answer question 9 in section 11 within your response)	D		
MT03	Maintenance cover for all devices is provided between 9am & 5pm (Mon-Fri)	E		
MT04	Maintenance cover for low-medium volume devices is provided between 5pm & 9am (i.e. out of hours)	D		
MT05	Maintenance cover provided at weekends and bank holidays	D		
MT06	A method to track the current status of a faulty device and advise us when it has been rectified	D		
MT07	A single point of contact is provided, both electronically and by phone to report or escalate faults or issues	E		
MT08	There is a clearly defined process to identify and replace any piece of equipment which fails to meet the agreed performance criteria	D		
MT09	Any call placed with an engineer from 9am-5pm (Monday to Friday) should be responded to AND fixed within an 8 hour period.	E		
MT10	All very high volume devices shall undergo some preventative maintenance every 4 months as a minimum, even if up time is 100%	D		

Ref	Description	E / D / N	% MET (1)	% MET (2)
MT11	Maintenance cover for very high volume devices provided between 5pm & 9am (i.e. out of hours)	D		
MT12	Maintenance cover for very high volume devices is provided at weekends and bank holidays	D		

10.4.2 Implementation/Delivery

Ref	Description	E / D / N	% MET (1)	% MET (2)
Project Management				
IMP01	A detailed implementation plan is provided showing the overall timescales, lead times, key delivery stages and milestones involved, to start on the contract award date.	E		
IMP02	Adequate resources are allocated to the project to deliver it to the agreed timescales	E		
IMP03	An appropriate onsite training programme is formulated and executed during implementation	E		
IMP04	The supplier will provide to the PCC Project Manager highlight reports during implementation at a pre-agreed frequency	D		
IMP05	If required, a representative is available to attend project board meetings until completion of the project	D		
IMP06	The supplier will ensure that staff are CRB checked for attending PCC sites that require it (please answer question 6 in section 11 within your response)	E		
IMP07	2 days on-site training to be provided for very high volume equipment	D		
IMP08	Where multiple numbers very high volume equipment are required, installation must be over separate days	E		
IMP09	Equipment to be installed/replaced within timeframes that minimises down time (please answer question 15 in section 11 within your response)	E		
IMP10	The incoming supplier will liaise with incumbent one to ensure that there is a seamless transition period during implementation	E		
Identification/Assessment of Equipment Requirements				
IMP11	Individual service area/site surveys are conducted to ascertain the most efficient provision for the site (please answer question 2 in section 11 within your response)	E		
IMP12	The final approval of the individual specification and levels of equipment to be deployed into each service area or site will be determined by PCC	E		
IMP13	Usage is regularly analysed to identify where equipment is over or under performing, with recommendations of how to rectify the issue.	D		

10.4.3 General Requirements

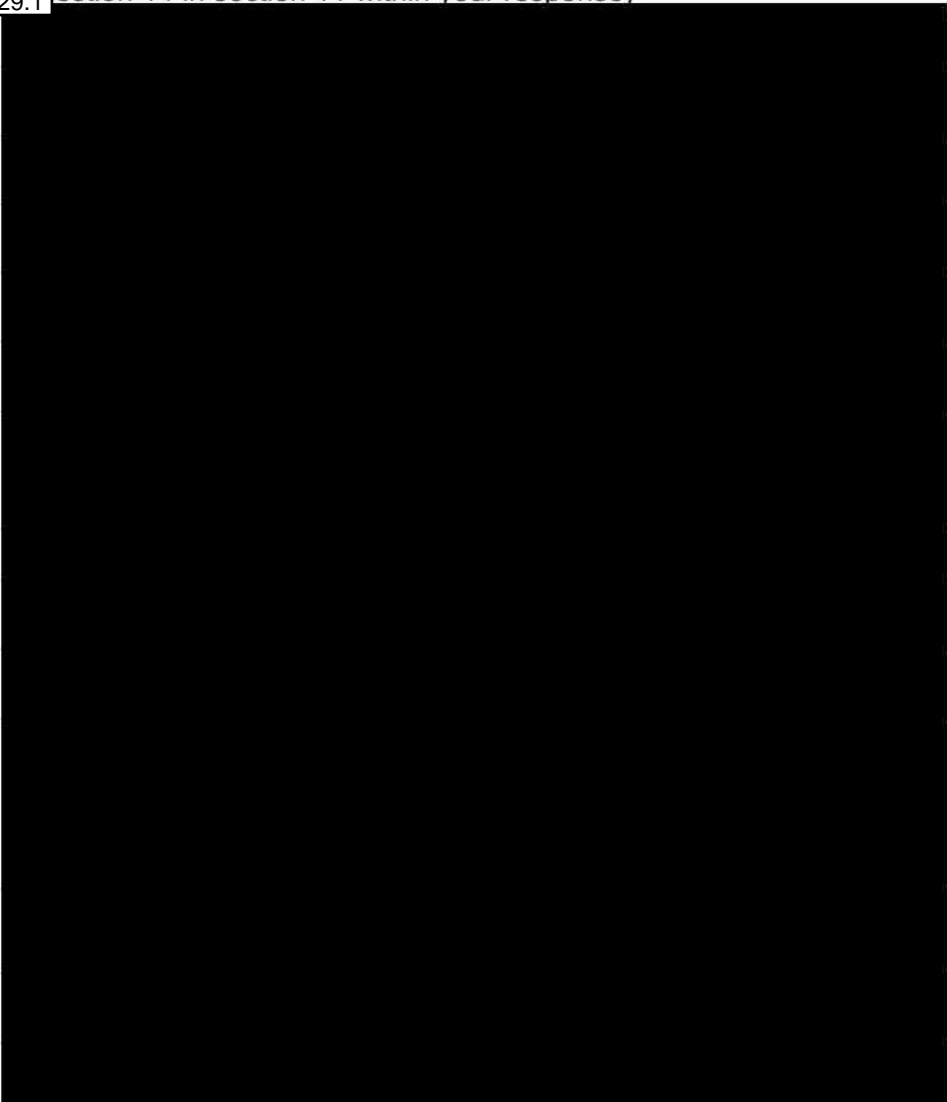
Ref	Description	E / D / N	% MET (1)	% MET (2)
Administration/Management				
GR01	Printer webpage support - Printer needs to be accessible via its webpage to allow trouble shooting and remote administration	D		
GR02	The provision has a centralised print management utility	D		
GR03	The ability to re-open a case if the same fault is reported within a 72 hour period	D		
GR04	Meter readings can be obtained electronically and include separate information for mono and colour prints/copies	D		
Consumables				
GR05	A solution is available to include the supply of toner	D		
GR06	A solution is available to include the supply of paper	D		
GR07	The monitoring and re-ordering of consumables is electronic and automated.	D		
GR08	A provision is made for the removal/disposal of any waste material	E		
GR09	Consumables and related support are provided for legacy devices.	D		
GR10	PCC staff are able to undertake the replenishment of device consumables (weed & feed)	E		

10.5 Fit with our infrastructure

10.5.1 Security

Ref	Description	E / D / N	% MET (1)	% MET (2)
Data Access/Storage/Communication				
SEC01	Defined measures are in place to prevent unauthorised physical access to the equipment (please answer questions 5 & 11 in section 11 within your response)	E		
SEC02	Defined access controls are provided to prevent unauthorised access to configuration settings	E		
SEC03	The solution supports secure communication protocols (i.e. SSL, IPSec, SFTP etc.) (please answer question 8 in section 11 within your response)	E		
SEC04	Insecure communication protocols can be disabled	E		
SEC05	The provision has a solution to prevent unauthorised access to the network to which it is connected	E		
SEC06	A solution is provided that will protect PCC data during the decommissioning or disposal of redundant equipment	E		

10.5.2 Technical Requirements

Ref	Description	E / D / N	% MET (1)	% MET (2)
Networking				
NET01	The device is contactable on the network via its name (net ID)	E		
NET02	The device is contactable on the network via its IP address	E		
NET03	Device must be registerable in DNS	E		
NET04	Device must support both static and DHCP assigned IP addressing	E		
NET05	Device must support printing directly via IP as well as via a server installed driver.	E		
NET06	Device needs to be TCP/IP compatible	E		
Compatibility				
CM01	The provision supports a Universal Print Driver (please answer question 29.1 in section 14 in section 11 within your response)	D		
CM02		E		
CM03		E		
CM04		E		
CM05		E		
CM06		E		
CM07		E		
CM08		E		
CM09		E		
CM10		D		
CM11		E		
CM12		E		
CM13		E		
CM14		E		
CM15		E		

Ref	Description	E / D / N	% MET (1)	% MET (2)
CM16	The solution supports future releases of the existing applications already identified	E		
CM17	The solution is compatible with any future Microsoft desktop and server applications	E		
Infrastructure				
INF01	Where possible, the deployment of equipment is located around existing power and networking capabilities	D		

10.5.3 Integration with legacy devices

Ref	Description	E / D / N	% MET (1)	% MET (2)
LEG01	The provision enables the integration and support of existing/legacy equipment to be retained	D		
LEG02	The provision will support existing/legacy equipment, which is to be retained, until it requires replacement	D		
LEG03	The incoming supplier will liaise with incumbent one to negotiate and arrange for the appropriate management/replacement schedule of the existing equipment	D		
LEG04	The provision includes the supply of consumables for legacy devices	D		
LEG05	Monitoring and reporting functions can include data from legacy devices	D		

11 Questions

Contractors should be aware that responses to the following questions will be used when judging the suitability of the bid. It is, therefore, the contractor's responsibility to ensure that all questions are answered adequately within their responses to the relevant requirements section.

All questions **must** be answered within your response within the relevant requirements section.

<u>Your solution</u>		Requirement ref
1	How does your solution have the ability to individual authenticate staff before any printing, photocopying or scanning work is produced?	PM05
2	How will you identify each service area or site's requirements and formulate any recommendations?	IMP07
3	What methods/solutions do you have to reduce our overall printing levels?	PM01
4	What methods/solutions do you have to reduce wastage?	PM01
5	Does the equipment encrypt data held in both persistent (hard disk) and temporary memory? If so, what standard of encryption is used?	SEC01
6	What security controls and/or polices cover your staff to deliver the solution?	IMP06
7	Is the solution capable of tracking individual user activities?	RPT01
8	Has the solution been certified against any security standards? If so, which ones?	SEC04
9	What electronic fault finding solution do you provide and how does it operate?	MT02
10	Please provide any information/evidence of the environmental impact of your solution	PER13
11	How does your solution stop unauthorised access to information stored in the print server until it is deleted?	SEC01
12	Are there any factors that could restrict access to a particular device? i.e. a user would have to log off before another can log on, or if one function breaks down etc.	PER04
13	How would your solution support disabled staff?	OP07
14	If your solution uses a universal print driver, would it incorporate 16 bit/DOS Application printing? And if so, how?	CM01
15	Do you require any special access arrangements for the delivery/installation of equipment?	IMP09
16	What quality reproduction standards are your production model equipment (VHV machines) capable of?	REP01 REP02
17	What paper quality range does your equipment work on? (i.e. gsm range, % recycled etc.)	PER15
18	Would your costings model differ if an independent leasing option is taken? If so, please indicate the values within your costings submission.	PER14

12 Cost Summary

Costs

Costs must include all essential requirements, **including any enhancements**.

Costs must include all desirable requirements, **not including any enhancements**.

Costs to be calculated using the levels and specification of the equipment listed within the generic scenario (appendix A), which is supported by actual usage information (appendix B).

	Year 1 (Set Up)	Year 1	Year 2	Year 3	Year4	Year 5	Total
Equipment Lease costs							
Basic Click cost							
Click cost – Including toner*							
Click cost – Including paper*							
Print Management software							
Authentication software/hardware							
Pull printing software							
Training							
Legacy device support							
Infrastructure							

Total Costs – Not including consumables	
Additional consumables cost*	

Please provide a breakdown of equipment costs

Equipment			Additional Functional Requirements							
	Individual Unit cost	Toner unit cost	Sorting Unit	Stapling Unit	Hole Punching	Folding Unit	Booklet Making	Additional A4 Cassette	Additional A3 Cassette	Paper deck
Printer Spec A										
Printer Spec B										
MFD Specification 1										
MFD Specification 2										
MFD Specification 3										
MFD Specification 4										
MFD Specification 5										
MFD Specification 6										

13 Future Opportunities/Innovations/Added Value

Please use this section to provide any supporting information that your solution/products could provide in the above area.

Detailed Software List & Description of the service (for information only)

[End of document]

Redaction Summary

Page 29

Redaction 29.1

Comment: IT Security

Exemptions/exceptions:

- S.31 - Law enforcement

Page 13

Redaction 13.1

Exemptions/exceptions:

- S.31 - Law enforcement

Redaction 13.2

Comment: IT Security

Exemptions/exceptions:

- S.31 - Law enforcement