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Tender

Multifunctional Devices (MFDs), GovPrint Hardware, Managed Print Services and Digital Workflow Software Services

The Minister for the Cabinet Office acting through Crown Commercial Service

F02: Contract notice

Notice identifier: 2025/S 000-004220

Procurement identifier (OCID): ocds-h6vhtk-046a04

Published 7 February 2025, 3:38pm

The closing date and time has been changed to:

18 March 2025, 3:00pm

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crownccommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/ccs>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<https://crowncommercialservice.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://crowncommercialservice.bravosolution.co.uk>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Multifunctional Devices (MFDs), GovPrint Hardware, Managed Print Services and Digital Workflow Software Services

Reference number

RM6361

II.1.2) Main CPV code

- 30100000 - Office machinery, equipment and supplies except computers, printers and furniture

II.1.3) Type of contract

Supplies

II.1.4) Short description

This agreement will provide access to multifunctional devices, managed print services, technical resources, digital workflow, cloud solutions for digital transition and print consultancy services.

Please look at additional main CPV codes for goods and services.

II.1.5) Estimated total value

Value excluding VAT: £900,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Multifunctional Print Devices (MFDs) and Basic Print Management Software

Lot No

1

II.2.2) Additional CPV code(s)

- 30100000 - Office machinery, equipment and supplies except computers, printers and furniture
- 30120000 - Photocopying and offset printing equipment
- 30121000 - Photocopying and thermocopying equipment
- 30121100 - Photocopiers
- 30121200 - Photocopying equipment
- 30121300 - Reproduction equipment
- 30123000 - Office and business machines
- 30125000 - Parts and accessories of photocopying apparatus
- 30174000 - Label making machines
- 30192400 - Reprographic supplies
- 30232100 - Printers and plotters
- 30232130 - Colour graphics printers
- 48000000 - Software package and information systems
- 48311000 - Document management software package
- 48311100 - Document management system
- 48613000 - Electronic data management (EDM)
- 48773000 - Print utility software package
- 48773100 - Print-spooling software package
- 48780000 - System, storage and content management software package
- 48783000 - Content management software package
- 48800000 - Information systems and servers
- 48810000 - Information systems

- 48820000 - Servers
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50310000 - Maintenance and repair of office machinery
- 50313000 - Maintenance and repair of reprographic machinery
- 50313100 - Photocopier repair services
- 50313200 - Photocopier maintenance services
- 72212311 - Document management software development services
- 72212772 - Print utility software development services
- 72212780 - System, storage and content management software development services
- 72212782 - Storage management software development services
- 72220000 - Systems and technical consultancy services
- 72221000 - Business analysis consultancy services
- 72222100 - Information systems or technology strategic review services
- 72222200 - Information systems or technology planning services
- 72222300 - Information technology services
- 72223000 - Information technology requirements review services
- 72228000 - Hardware integration consultancy services
- 72512000 - Document management services
- 72513000 - Office automation services
- 79212000 - Auditing services
- 79212200 - Internal audit services
- 79311000 - Survey services
- 79311200 - Survey conduction services
- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services

- 79520000 - Reprographic services
- 79521000 - Photocopying services
- 79800000 - Printing and related services
- 79810000 - Printing services
- 79811000 - Digital printing services
- 79820000 - Services related to printing
- 79821000 - Print finishing services
- 79995000 - Library management services
- 79995100 - Archiving services
- 79999100 - Scanning services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The purpose of Lot 1 is to appoint a single Supplier who shall be responsible for the provision of Multifunctional Print Devices (MFDs) and Basic Print Management Software via Direct Award between the successful Supplier and Buyer.

Lot 1 shall provide a simple, efficient and compliant route for Buyers to procure a range of MFDs and Basic Print Management Software through a Supplier hosted Web-based Online Solution which shall support the reduction of print output volume and enable significant savings on print management costs for Buyers, through a secure print facility.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 0

Price - Weighting: 100

II.2.6) Estimated value

Value excluding VAT: £180,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

1 place to be awarded on this lot

II.2) Description

II.2.1) Title

Multifunctional Print Devices (MFDs), Print Management and/or Digital Workflow Software and Associated Services

Lot No

2

II.2.2) Additional CPV code(s)

- 30100000 - Office machinery, equipment and supplies except computers, printers and furniture
- 30120000 - Photocopying and offset printing equipment
- 30121000 - Photocopying and thermocopying equipment
- 30121100 - Photocopiers

- 30121200 - Photocopying equipment
- 30121300 - Reproduction equipment
- 30123000 - Office and business machines
- 30125000 - Parts and accessories of photocopying apparatus
- 30174000 - Label making machines
- 30192400 - Reprographic supplies
- 30232100 - Printers and plotters
- 30232130 - Colour graphics printers
- 48000000 - Software package and information systems
- 48311000 - Document management software package
- 48311100 - Document management system
- 48613000 - Electronic data management (EDM)
- 48773000 - Print utility software package
- 48773100 - Print-spooling software package
- 48780000 - System, storage and content management software package
- 48783000 - Content management software package
- 48800000 - Information systems and servers
- 48810000 - Information systems
- 48820000 - Servers
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50310000 - Maintenance and repair of office machinery
- 50313000 - Maintenance and repair of reprographic machinery
- 50313100 - Photocopier repair services
- 50313200 - Photocopier maintenance services
- 72212311 - Document management software development services

- 72212772 - Print utility software development services
- 72212780 - System, storage and content management software development services
- 72212782 - Storage management software development services
- 72220000 - Systems and technical consultancy services
- 72221000 - Business analysis consultancy services
- 72222100 - Information systems or technology strategic review services
- 72222200 - Information systems or technology planning services
- 72222300 - Information technology services
- 72223000 - Information technology requirements review services
- 72228000 - Hardware integration consultancy services
- 72512000 - Document management services
- 72513000 - Office automation services
- 79212000 - Auditing services
- 79212200 - Internal audit services
- 79311000 - Survey services
- 79311200 - Survey conduction services
- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services
- 79520000 - Reprographic services
- 79521000 - Photocopying services
- 79800000 - Printing and related services
- 79810000 - Printing services
- 79811000 - Digital printing services
- 79820000 - Services related to printing
- 79821000 - Print finishing services
- 79995000 - Library management services

- 79995100 - Archiving services
- 79999100 - Scanning services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Lot 2 service is for the provision of a catalogued range of new and remanufactured Digital Equipment along with a range of Software Products and Cloud services. All Products and Services are underpinned by a range of Deployment and Operational support Services. The additional services available are: Overseas delivery, Interim Specialist Technical Support Resources and Third Party Multi-Vendor legacy Device Management.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

II.2.6) Estimated value

Value excluding VAT: £350,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

10 places to be awarded

II.2) Description

II.2.1) Title

Multifunctional Print Devices (MFDs), Print Management and/or Digital Workflow Under Managed Service Provision

Lot No

3

II.2.2) Additional CPV code(s)

- 30100000 - Office machinery, equipment and supplies except computers, printers and furniture
- 30120000 - Photocopying and offset printing equipment
- 30121000 - Photocopying and thermocopying equipment
- 30121100 - Photocopiers
- 30121200 - Photocopying equipment
- 30121300 - Reproduction equipment
- 30123000 - Office and business machines
- 30125000 - Parts and accessories of photocopying apparatus
- 30174000 - Label making machines
- 30192400 - Reprographic supplies
- 30232100 - Printers and plotters
- 30232130 - Colour graphics printers
- 48000000 - Software package and information systems

- 48311000 - Document management software package
- 48311100 - Document management system
- 48613000 - Electronic data management (EDM)
- 48773000 - Print utility software package
- 48773100 - Print-spooling software package
- 48780000 - System, storage and content management software package
- 48783000 - Content management software package
- 48800000 - Information systems and servers
- 48810000 - Information systems
- 48820000 - Servers
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50310000 - Maintenance and repair of office machinery
- 50313000 - Maintenance and repair of reprographic machinery
- 50313100 - Photocopier repair services
- 50313200 - Photocopier maintenance services
- 72212311 - Document management software development services
- 72212772 - Print utility software development services
- 72212780 - System, storage and content management software development services
- 72212782 - Storage management software development services
- 72220000 - Systems and technical consultancy services
- 72221000 - Business analysis consultancy services
- 72222100 - Information systems or technology strategic review services
- 72222200 - Information systems or technology planning services
- 72222300 - Information technology services
- 72223000 - Information technology requirements review services

- 72228000 - Hardware integration consultancy services
- 72512000 - Document management services
- 72513000 - Office automation services
- 79212000 - Auditing services
- 79212200 - Internal audit services
- 79311000 - Survey services
- 79311200 - Survey conduction services
- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services
- 79520000 - Reprographic services
- 79521000 - Photocopying services
- 79800000 - Printing and related services
- 79810000 - Printing services
- 79811000 - Digital printing services
- 79820000 - Services related to printing
- 79821000 - Print finishing services
- 79995000 - Library management services
- 79995100 - Archiving services
- 79999100 - Scanning services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The Supplier is required to provide a Managed Service to meet the Buyer's 'outputs and outcomes' detailed within its specification of requirements by designing, installing and managing the Services that meet the Buyer's requirements.

A significant driver of Lot 3 is to provide Buyers with the opportunity to deliver their short, medium or long term Digital Strategy by identifying and or creating digital solutions within one (1) competition to support organisations with digitalisation of their business processes.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

II.2.6) Estimated value

Value excluding VAT: £150,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

9 places to be awarded

II.2) Description

II.2.1) Title

GovPrint hardware, accessories and operational services

Lot No

4

II.2.2) Additional CPV code(s)

- 30100000 - Office machinery, equipment and supplies except computers, printers and furniture
- 30120000 - Photocopying and offset printing equipment
- 30121000 - Photocopying and thermocopying equipment
- 30121100 - Photocopiers
- 30121200 - Photocopying equipment
- 30121300 - Reproduction equipment
- 30123000 - Office and business machines
- 30125000 - Parts and accessories of photocopying apparatus
- 30174000 - Label making machines
- 30192400 - Reprographic supplies
- 30232100 - Printers and plotters
- 30232130 - Colour graphics printers
- 48000000 - Software package and information systems
- 48311000 - Document management software package
- 48311100 - Document management system
- 48613000 - Electronic data management (EDM)
- 48773000 - Print utility software package
- 48773100 - Print-spooling software package
- 48780000 - System, storage and content management software package
- 48783000 - Content management software package
- 48800000 - Information systems and servers

- 48810000 - Information systems
- 48820000 - Servers
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50310000 - Maintenance and repair of office machinery
- 50313000 - Maintenance and repair of reprographic machinery
- 50313100 - Photocopier repair services
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- 72228000 - Hardware integration consultancy services
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- 79311200 - Survey conduction services
- 79400000 - Business and management consultancy and related services

- 79410000 - Business and management consultancy services
- 79520000 - Reprographic services
- 79521000 - Photocopying services
- 79800000 - Printing and related services
- 79810000 - Printing services
- 79811000 - Digital printing services
- 79820000 - Services related to printing
- 79821000 - Print finishing services
- 79995000 - Library management services
- 79995100 - Archiving services
- 79999100 - Scanning services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The purpose of Lot 4 is to appoint multiple Suppliers who shall be responsible for the provision of Multi-functional Print Devices (MFDs) hardware, accessories and operational services to support the Government Property Agency (GPA) in its delivery of the GovPrint service provision.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

II.2.6) Estimated value

Value excluding VAT: £200,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

5 places to be awarded

II.2) Description

II.2.1) Title

Print Consultancy Services

Lot No

5

II.2.2) Additional CPV code(s)

- 30100000 - Office machinery, equipment and supplies except computers, printers and furniture
- 30120000 - Photocopying and offset printing equipment
- 30121000 - Photocopying and thermocopying equipment
- 30121100 - Photocopiers
- 30121200 - Photocopying equipment
- 30121300 - Reproduction equipment

- 30123000 - Office and business machines
- 30125000 - Parts and accessories of photocopying apparatus
- 30174000 - Label making machines
- 30192400 - Reprographic supplies
- 30232100 - Printers and plotters
- 30232130 - Colour graphics printers
- 48000000 - Software package and information systems
- 48311000 - Document management software package
- 48311100 - Document management system
- 48613000 - Electronic data management (EDM)
- 48773000 - Print utility software package
- 48773100 - Print-spooling software package
- 48780000 - System, storage and content management software package
- 48783000 - Content management software package
- 48800000 - Information systems and servers
- 48810000 - Information systems
- 48820000 - Servers
- 50300000 - Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment
- 50310000 - Maintenance and repair of office machinery
- 50313000 - Maintenance and repair of reprographic machinery
- 50313100 - Photocopier repair services
- 50313200 - Photocopier maintenance services
- 72212311 - Document management software development services
- 72212772 - Print utility software development services
- 72212780 - System, storage and content management software development services

- 72212782 - Storage management software development services
- 72220000 - Systems and technical consultancy services
- 72221000 - Business analysis consultancy services
- 72222100 - Information systems or technology strategic review services
- 72222200 - Information systems or technology planning services
- 72222300 - Information technology services
- 72223000 - Information technology requirements review services
- 72228000 - Hardware integration consultancy services
- 72512000 - Document management services
- 72513000 - Office automation services
- 79212000 - Auditing services
- 79212200 - Internal audit services
- 79311000 - Survey services
- 79311200 - Survey conduction services
- 79400000 - Business and management consultancy and related services
- 79410000 - Business and management consultancy services
- 79520000 - Reprographic services
- 79521000 - Photocopying services
- 79800000 - Printing and related services
- 79810000 - Printing services
- 79811000 - Digital printing services
- 79820000 - Services related to printing
- 79821000 - Print finishing services
- 79995000 - Library management services
- 79995100 - Archiving services
- 79999100 - Scanning services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The purpose of this Lot 5 Specification is to appoint a number of Suppliers who shall be responsible for the provision of entirely independent vendor neutral Print Consultancy Services between the successful Suppliers and Buyers.

The Supplier shall have the capability to support pan Government strategies, demonstrating scalable solutions that have the flexibility to adapt to future demands in emerging policies and priorities across Government organisations in line with the Government's Digital by Default agenda in order to maximise savings opportunities and provide added value:

<https://www.gov.uk/government/publications/government-digital-strategy>

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Price - Weighting: 50

II.2.6) Estimated value

Value excluding VAT: £20,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

5 places to be awarded

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Candidates will be assessed in accordance with Section 5 of the 2015 Public Contract Regulations (implementing the directive) on the basis of information provided in response to an invitation to tender (ITT) registering for access.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.6) Information about electronic auction

An electronic auction will be used

Additional information about electronic auction

Yes; Lot 1 and Lot 4

Please refer to Attachment 2 for further information on the eAuction

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-016326](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Originally published as:

Date

10 March 2025

Local time

3:00pm

Changed to:

Date

18 March 2025

Local time

3:00pm

See the [change notice](#).

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Tender must be valid until: 9 August 2025

IV.2.7) Conditions for opening of tenders

Date

10 March 2025

Local time

3:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.3) Additional information

As part of this contract notice the following documents can be accessed at:

<https://www.contractsfinder.service.gov.uk/Notice/9ffda381-5e5c-4bcc-89ff-920f6be86d54>

- 1) Contract notice transparency information for the agreement;
- 2) Contract notice authorised customer list;
- 3) Rights reserved for CCS framework.

The Government Security Classifications (GSC) Policy came into force on 2 April 2014

and describes how HM Government classifies information assets to ensure they are appropriately protected. It applies to all information that Government collects, stores, processes, generates or shares to deliver services and conduct business.

Cyber Essentials is a mandatory requirement for Central Government contracts which involve handling personal information or provide certain ICT products/services. Government is taking steps to reduce the levels of cyber security risk in its supply chain through the Cyber Essentials scheme. The scheme defines a set of controls which, when implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet. To participate in this procurement, bidders must be able to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

Refer to <https://www.ncsc.gov.uk/information/cyber-essentials-faqs> for more information.

Some purchases under this framework Agreement may have requirements that can be met under this Framework Agreement but the purchase of which may be exempt from the Procurement Regulations (as defined in Attachment 1 – About the framework within the invitation to tender documentation). In such cases, Call-offs from this Framework will be unregulated purchases for the purposes of the Procurement Regulations, and the buyers may, at their discretion, modify the terms of the Framework and any Call-off Contracts to reflect that buyer's specific needs.

CCS reserves the right to award a framework to any bidder whose final score is within 1% of the last position.

Registering for access:

and the buyers may, at their discretion, modify the terms of the Framework and any Call-off Contracts to reflect that buyer's specific needs.

CCS reserves the right to award a framework to any bidder whose final score is within 1% of the last position.

Registering for access:

This procurement will be managed electronically via the eSourcing suite. This will be the route for sharing all information and communicating with bidders. If you have recently registered on the eSourcing suite for another CCS procurement you can use the same account for this new procurement. If not, you will first need to register your organisation on the portal.

Use the following link for information on how register and use the eSourcing tool:
<https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers>

For assistance please contact the eSourcing Help desk operated by email at eEnablement@crowncommercial.gov.uk or call 0345 410 2222.

VI.4) Procedures for review

VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3454102222

Country

United Kingdom

Internet address

<https://www.crowncommercial.gov.uk/>