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Tender

## **Multifunctional Devices (MFDs), Print and Digital Workflow Software Services and Managed Print Service Provision**

The Minister for the Cabinet Office acting through Crown Commercial Service

F02: Contract notice

Notice identifier: 2021/S 000-008273

Procurement identifier (OCID): ocds-h6vhtk-028a27

Published 19 April 2021, 10:55pm

### **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@crowncommercial.gov.uk](mailto:supplier@crowncommercial.gov.uk)

#### **Telephone**

+44 3150103503

#### **Country**

United Kingdom

#### **NUTS 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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Multifunctional Devices (MFDs), Print and Digital Workflow Software Services and Managed Print Service Provision

Reference number

RM6174

#### **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**

Crown Commercial Service (CCS) as the Authority is in partnership YPO and ESPO to put in place a Pan Government Collaborative Agreement for the provision of Records Information Management, Digital Solutions and Associated Services to be utilised by Central Government Departments and all other UK Public Sector Bodies, including Local Authorities, Health, Police, Fire and Rescue, Education and Devolved Administrations.

The framework will include: Hardware Devices and Consumable Products, Software Products, Document Workflow, Central Print Room and Reprographics, Cloud Based Hosting, Financing options, Operational and Deployment Services and Managed Service provision.

The full Specification for each lot is detailed in Annexes A-D. Suppliers will be required to provide all of the mandatory services stated within the lot they are bidding for. Bidders are required to sign Attachment 11 — non-disclosure agreement before being able to view the full document suite.

#### **II.1.5) Estimated total value**

Value excluding VAT: £850,000,000

#### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for maximum number of lots  
4

Maximum number of lots that may be awarded to one tenderer: 3

## **II.2) Description**

### **II.2.1) Title**

Multifunctional Devices (MFD's) and Basic Print Management Software and Associated Services

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
- 48311100 - Document management system

- 48613000 - Electronic data management (EDM)
- 48773100 - Print-spooling software package
- 48800000 - Information systems and servers
- 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
- 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
- 79212000 - Auditing services
- 79212200 - Internal audit services
- 79311000 - Survey services
- 79311200 - Survey conduction 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
- 79995100 - Archiving services

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

- Online Web-based Solution (including catalogue of devices, accessories and consumables)
- Provision of Web-based Solution
- Provision of Hardware Devices, Consumables and Basic Print Management Software
- Deployment Services
- Operational Services
- Financing options
- Associated services i.e. software applications and dedicated account manager

Crown Commercial Service wish to bring to your attention that it is expected that to participate in this Lot 1 procurement, bidders will be required to demonstrate that they are certified for the services listed below (and/or equivalent) under and in connection with the procurement.

Estimated lot value based on upper range.

- Cyber Essentials (Basic)
- BS EN ISO 9001 Quality Management System or agreed equivalent
- ISO 27001 Information Security Management or agreed equivalent

- Health and Social Care Network (HSCN)
- Code of Connection (CoCo) Compliance
- Public Services Network (PSN) Compliance
- Level 2 Information Governance or agreed equivalent
- BS 7858 Security Screening or agreed equivalent
- ISO 29142 Information Technology – Print Cartridge Categorisation or agreed equivalent

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: N/A

Quality criterion - Name: Price / Weighting: 100

Price - Weighting: 100

#### **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**

For lot 1, bidders who have met the minimum quality threshold applicable to each of the following questions, AQB1, AQC1 and AQC2 will be invited to participate in the eAuction.

The value provided in section II.2.6) is only an estimate. Crown Commercial Service cannot guarantee any business through the framework agreement

### **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
- 48311100 - Document management system
- 48613000 - Electronic data management (EDM)
- 48773100 - Print-spooling software package
- 48800000 - Information systems and servers
- 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
- 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
- 79212000 - Auditing services
- 79212200 - Internal audit services
- 79311000 - Survey services
- 79311200 - Survey conduction 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
- 79995100 - Archiving services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

- Hardware Devices and Consumable Products
- Software Products
- Document Workflow Solutions
- Central Print Room and Reprographics
- Cloud Based Hosting Service
- Financing options
- Deployment Services
- Operational Services
- Associated Services

Crown Commercial Service wish to bring to your attention that it is expected that to participate in this Lot 2 procurement, bidders will be required to demonstrate that they are certified for the services listed below (and/or equivalent) under and in connection with the procurement.

Estimated Lot value based on upper range.

## Cyber Essentials (Basic)

- BS EN ISO 9001 Quality Management System or agreed equivalent
- ISO 27001 Information Security Management or agreed equivalent
- Health and Social Care Network (HSCN)
- Code of Connection (CoCo) Compliance
- Public Services Network (PSN) Compliance
- Level 2 Information Governance or agreed equivalent
- BS 7858 Security Screening or agreed equivalent
- ISO 29142 Information Technology – Print Cartridge Categorisation or agreed equivalent

### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Price / Weighting: 50

Price - Weighting: 50

### **II.2.6) Estimated value**

Value excluding VAT: £325,000,000

### **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**

The value provided in section II.2.6) is only an estimate. Crown Commercial Service cannot guarantee any business through the framework agreement

# **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
- 48311100 - Document management system
- 48613000 - Electronic data management (EDM)
- 48773100 - Print-spooling software package
- 48800000 - Information systems and servers
- 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
- 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
- 79212000 - Auditing services
- 79212200 - Internal audit services
- 79311000 - Survey services
- 79311200 - Survey conduction 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
- 79995100 - Archiving services

#### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

#### **II.2.4) Description of the procurement**

- Hardware Devices and Consumable Products
- Software Products
- Document Workflow Solutions
- Central Print Room and Reprographics
- Cloud Based Hosting Service
- Financing options
- Operational Services
- Associated Services

The provision of a Managed Service that specifically meets the Buyer's 'outputs and outcomes' by designing, installing and managing the following Services: Software Products, Cloud Based Hosting service, Deployment and Operational Services, Third Parties and Multi-Vendor Fleet Management, and Interim Specialist Technical Support Resources

Crown Commercial Service wish to bring to your attention that it is expected that to participate in this Lot 3 procurement, bidders will be required to demonstrate that they are certified for the services listed below (and/or equivalent) under and in connection with the procurement.

Estimated Lot value based on upper limit.

- Cyber Essentials (Basic)
- BS EN ISO 9001 Quality Management System or agreed equivalent
- ISO 27001 Information Security Management or agreed equivalent
- Health and Social Care Network (HSCN)
- Code of Connection (CoCo) Compliance
- Public Services Network (PSN) Compliance
- Level 2 Information Governance or agreed equivalent
- BS 7858 Security Screening or agreed equivalent
- ISO 29142 Information Technology – Print Cartridge Categorisation or agreed equivalent

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 70

Quality criterion - Name: Price / Weighting: 30

Price - Weighting: 30

#### **II.2.6) Estimated value**

Value excluding VAT: £325,000,000

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

Duration in months

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**

The value provided in section II.2.6) is only an estimate. Crown Commercial Service cannot guarantee any business through the framework agreement

### **II.2) Description**

#### **II.2.1) Title**

Print Consultancy 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
- 48311100 - Document management system
- 48613000 - Electronic data management (EDM)
- 48773100 - Print-spooling software package
- 48800000 - Information systems and servers
- 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
- 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
- 79212000 - Auditing services

- 79212200 - Internal audit services
- 79311000 - Survey services
- 79311200 - Survey conduction 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
- 79995100 - Archiving services

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

### **II.2.4) Description of the procurement**

- Independent vendor for Print Consultancy services
- Print Management Consultancy services providing assessment, evaluation, advice and recommendation in the context of sound strategic direction for Buyers
- Advice of Device management and Software options e.g. Digital Workflow and Central Print Room and Reprographics etc.
- Assessment and evaluation of Print Management usage and running costs to determine potential savings and efficiencies for Buyer.
- Support Buyers in preparation of competition documentation i.e. specification, evaluation criteria, weightings etc.

Crown Commercial Service wish to bring to your attention that it is expected that to participate in this Lot 4 procurement, bidders will be required to demonstrate that they are

certified for the services listed below (and/or equivalent) under and in connection with the procurement.

Estimated lot value based on upper limit.

? Cyber Essentials (Basic)

? Official Secret and or Top Secret, but shall be stated by the Buyer at Call Off Stage

? BS EN ISO 9001 or agreed equivalent accreditation

? ISO 27001 Information Security Management or agreed equivalent

? BS 7858 Security Screening or agreed equivalent

? Any other Enhanced security requirements and/or restrictions as specified by the Buyer at Call Off stage.

#### **II.2.5) Award criteria**

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Price / Weighting: 50

Price - Weighting: 50

#### **II.2.6) Estimated value**

Value excluding VAT: £50,000,000

#### **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**

Multifunctional Devices (MFDs), Print and Digital Workflow Software Services and Managed Print Service Provision. The framework will be broken down into individual lots and stated within this Notice.

Lot 4 Suppliers are required to be independent auditors and are therefore not permitted to be connected to the MFD Hardware or Software Suppliers in Lots 1, 2 and 3.

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### **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

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### **Section IV. Procedure**

#### **IV.1) Description**

##### **IV.1.1) Type of procedure**

Open procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

#### **IV.1.6) Information about electronic auction**

An electronic auction will be used

#### **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: [2021/S 000-000723](#)

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

Date

18 May 2021

Local time

12:00pm

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

English

#### **IV.2.7) Conditions for opening of tenders**

Date

18 May 2021

Local time

12:01pm

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## Section VI. Complementary information

### VI.1) Information about recurrence

This is a recurrent procurement: No

### VI.3) Additional information

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

<https://www.contractsfinder.service.gov.uk/Notice/15dd02e3-8437-4b02-8001-8c3e5b5f5181>

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

On 2.4.2014 Government introduced its Government Security Classifications (GSC) scheme which replaced Government Protective Marking Scheme (GPMS). A key aspect is the reduction in the number of security classifications used. All bidders should make themselves aware of the changes as it may impact this requirement. This link provides information on the GSC at:

<https://www.gov.uk/government/publications/government-security-classifications>

Bidders can bid for one or more lots. If the Bidder is successful on one or more lot(s) the Bidder will be awarded a Framework Contract for those lot(s), with the exception of Lot 4.

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.

Where the Supplier has not provided the Certificate by the Framework Start Date the Supplier shall provide evidence to the satisfaction of CCS of the measures they have taken to obtain the Certificate within thirty (30) days of such date.

PLEASE NOTE:

All certificates issued prior to 1 April 2020 or before 30 June 2020 on the existing scheme are valid until 30 June 2021. This includes those issued by Accreditation Bodies other than IASME.

On 30 June 2021, any certificate issued under the old scheme will expire.

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

CCS reserve the right to award a framework to any bidder whose final score is within 1% of the last position for lots 2 to 4.

CCS considers the Transfer of Undertakings (Protection of Employment) Regulations 2006 will not apply at framework level. We encourage bidders to take their own advice on whether TUPE is likely to apply, in particular circumstances of the call-off contract and carry out due diligence accordingly.

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.

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](mailto: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

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