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Tender

Print Services

Scottish Water

F05: Contract notice – utilities

Notice identifier: 2025/S 000-013474

Procurement identifier (OCID): ocds-h6vhtk-04fe4f

Published 7 April 2025, 4:21pm

Section I: Contracting entity

I.1) Name and addresses

Scottish Water

The Bridge, 6 Buchanan Gate, Stepps

Glasgow

G33 6FB

Contact

Struan MacAra

Email

struan.macara@scottishwater.co.uk

Telephone

+44 7880460643

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<https://www.scottishwater.co.uk/>

Buyer's address

<https://www.scottishwater.co.uk/>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

I.6) Main activity

Water

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Print Services

Reference number

SW25/DIG/1474

II.1.2) Main CPV code

- 30230000 - Computer-related equipment

II.1.3) Type of contract

Supplies

II.1.4) Short description

We require a managed print service for the organisation including multi-functional devices (MFD) and printers for office use, plotters at selected sites, and label printing facilities for our labs.

II.1.5) Estimated total value

Value excluding VAT: £1,750,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Scotland Wide

II.2.4) Description of the procurement

We require a managed print service for the organisation including multi-functional devices (MFD) and printers for office use, plotters at selected sites, and label printing facilities for our labs.

The service should include:

- Leased hardware with maintenance and support
- Supply of a range of printing devices to meet local printing requirements and volumes. Should at a minimum be able to replicate the functionality of existing printers.
- Flexibility to add/remove printers as required throughout the lifetime of the contract, including addition or removal of printer locations
- Full service package for maintenance (including pro-active maintenance/regular service) and parts with appropriate SLAs
- Provision and recycling of consumables
- Cloud print server capability
- Printing from handheld devices i.e. tablets and smart phones
- Ability to send to print queue with Secure Printing i.e. ID Badge/Code must be presented to print. (Queuing described in more detail in Section 4) – only for multifunctional printers i.e. existing Konika printers.
- MI related to printing stats by user, volume of prints, duplex. Simplex.

Scottish Water would expect the respondent to assess our current estate and print requirements and recommend a complete and cost efficient solution.

It is anticipated that the resulting framework will be pan Scotland, covering Scottish Water office and treatment plants, including Highlands and Islands. Initial numbers are approximate, and we will require flexibility to add/remove devices as the estate changes

over time and to pick up sites which do not currently have a managed print service.

In addition to the above, we have the following Queuing Service Requirements:

- We require a cloud-hosted print queue service with no data centre footprint
- Printers and users may be located on the SW corporate network or on SW sites with an open internet connection
- SW users will be authenticated to Active Directory / Entra ID (formerly known as Azure AD)
- Guest users on SW open-internet connections must be allowed to use SW printers on the same network
- All print traffic must be encrypted end-to-end (print via email is not acceptable)
- SW users should be able to sponsor guest access (e.g. through an internet-facing portal) in an easy, straightforward and secure manner, without senior approvals. Guest print access should endure for a specified period (e.g. 30, 60, 90, 120, 365 days).

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £1,750,000

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

Duration in months

72

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

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

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

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

See Procurement Documents for further information.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

See Procurement Documents for further information.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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 a single operator

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

Date

8 May 2025

Local time

12:00pm

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

https://atamis-scottishwater.my.salesforce-sites.com/ProSpend__CS_PublicLandingPage?SearchType=Projects

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

1 Carlton Place

Glasgow

G5 9DA

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Scottish Water

The Bridge, 6 Buchanan Gate, Steps

Glasgow

G33 6FB

Email

help@scottishwater.co.uk

Country

United Kingdom

Internet address

<https://www.scottishwater.co.uk/>