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Contract

Framework for the Provision of Multifunctional Devices

HEART ACADEMIES TRUST

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-072369

Procurement identifier (OCID): ocids-h6vhtk-04fc63 ([view related notices](#))

Published 10 November 2025, 12:13pm

Scope

Description

HEART are looking to appoint a single Supplier who will demonstrate technical competency, best Value for Money and to provide all requirements in relation to both new and refurbished Multifunctional Devices (MFDs), including the supply, installation, maintenance, and repairs of the machines, including any spare parts required, to HEART and other Customers on a National basis. It is anticipated that these services will be promoted and accessed by the Education Sector and to other small to medium sized Public Sector organisations but for the avoidance of doubt, is open to any Public Sector Contracting Authority.

The single Supplier for this Framework must also be able to provide Digital Transformation Solutions which can work seamlessly alongside the devices, including but not limited to, Print Management Cloud Services, and Automated Invoice Processing.

The Supplier must be able to offer the option to purchase, and option to lease, both new and refurbished Multifunctional Devices.

The Supplier must be able to provide Consumables for the devices, and offer devices from a minimum of two different manufacturers, to ensure the Customer is provided with optionality and unbiased recommendations.

The Supplier is expected to prioritise the providence of quality, sustainability, and social value in all operations.

Commercial tool

Establishes a framework

Framework

Maximum percentage fee charged to suppliers

0.90%

Further information about fees

The Supplier will be required to pay a Supplier Management Fee, in addition to a 0.9% Volume Rebate Fee. Further information can be found within the ITT document.

Framework operation description

The 0.9% Volume Rebate Fee has been chosen to remain commercially competitive, in addition to ensuring the minimum amount of funds are taken out of education.

Award method when using the framework

With competition

Contracting authorities that may use the framework

Examples: Local Councils, Education Trusts, but for the avoidance of doubt the Framework is available for use by the entire Public Sector.

Contract 1

Supplier

- AGILICO WORKPLACE TECHNOLOGY LIMITED

Contract value

- £138,000,000 excluding VAT
- £165,600,000 including VAT

Above the relevant threshold

Date signed

18 July 2025

Contract dates

- 18 July 2025 to 31 May 2029
- 3 years, 10 months, 14 days

Main procurement category

Goods

CPV classifications

- 30232100 - Printers and plotters

Contract locations

- UK - United Kingdom

Key performance indicators

Name	Description
Number of Call Out Visits	Call out engineer visits should be attended within 4 hours of the issue being raised
Complaints	All complaints acknowledged within 2 hours including providing the Customer of the escalation process
Number of first-time fixes	Fixes should be deployed at first contact

Signed contract documents

[MFD's_Agilico_Framework_Agreement_Signed.pdf](#)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

AGILICO WORKPLACE TECHNOLOGY LIMITED

- Companies House: 02559122
- Public Procurement Organisation Number: PVZG-5286-LZLV

C/O Harrison Clark Rickerbys Ellenborough House

Cheltenham

GL50 1YD

United Kingdom

Email: tenders@agilico.co.uk

Website: <http://www.agilico.co.uk>

Region: UKK13 - Gloucestershire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

HEART ACADEMIES TRUST

- Companies House: 06969741
- Public Procurement Organisation Number: PVCR-6312-NPXW

Bedford Academy

Bedford

MK42 9TR

United Kingdom

Email: procurement@heartacademiestrust.co.uk

Region: UKH24 - Bedford

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

VALUE MATCH SERVICES LTD

Summary of their role in this procurement: Manage all procurement processes, financial management, marketing and communication, Customers, Suppliers, Call-Off Contracts and Dynamic Purchasing Systems activity on behalf of HEART and their Public Sector customer base

- Companies House: 08522031
- Public Procurement Organisation Number: PXYJ-6338-PQDD

Dee House

Chester

CH3 5UU

United Kingdom

Email: tenders@value-match.co.uk

Website: <https://www.value-match.co.uk/>

Region: UKD63 - Cheshire West and Chester

Contact organisation

Contact VALUE MATCH SERVICES LTD for any enquiries.