

Finance and Resources Committee

10.00am, Thursday, 5 March 2020

Waiver for Extension of Managed Print Service

Executive/routine Wards Council Commitments	Executive
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1. Recommendations

- 1.1 It is recommended that the Finance and Resources Committee:
 - 1.1.1 Approves a ten-month extension of the current Managed Print Service at a cost of £800,000.

Stephen S. Moir

Executive Director of Resources

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Report

Waiver for Extension of Managed Print Service

2. Executive Summary

- 2.1 It recommended that the Finance and Resources Committee approve an extension to the current Managed Print Service contract with Xerox. This will allow completion of a tender exercise, award of contract and subsequent transition to a new contract which will include the physical replacement of printing devices and associated services.

3. Background

- 3.1 The current contract for a Managed Print Service was put in place in 2013 and expires at the end of April 2020.
- 3.2 The procurement exercise has been in place since January 2019 which has involved extensive scoping of the current provision and market offering. This process has identified significant “shadow IT” provision of print services and requirements which are being delivered outside the current contractual provision.

4. Main report

- 4.1 Currently the City of Edinburgh Council has a fleet of over 1500 contracted devices within its print provision. The majority of print spend, and output is associated with schools.
- 4.2 Whilst the trend of printing in the Council at large has been one of decline as electronic and various paperless strategies have come into place, within Schools colour printing has seen a substantial increase. This is significantly more expensive than black and white printing. The extension to the current contract will allow the Council time to work with the new supplier to put in place strategies and technologies to address this trend. The capacity and approach of the suppliers will be established through the tender process but is likely to involve a reduction of colour printers and print management software which will limit the ability of staff to print in colour.

- 4.3 There has been an expansion of print provision through smaller, off contract desktop printers, particularly in schools, which have a cost and service implication. It is intended that the new contract will capture this need and provide the provision where it is necessary for operational/confidentiality reasons.
- 4.4 It is intended that the new contract will develop the Council's Print Services offering which will provide more effective bulk printing for the schools. In addition, greater control will be placed through the associated services delivered by management software, better reporting, scan-to-email and secure "follow me" print service.
- 4.5 The process of tendering for this new service has been ongoing for over twelve months which has identified and overcome a number of hurdles to this project including;
- 4.5.1 Key personnel leaving the Council and subsequent handover of the tender requirements, including a Solutions Architect to provide a technical input to the project and manage the security risks associated with print devices;
- 4.5.2 Engagement with Learning and Teaching has been ongoing and identified a large variation of practice and significant levels of out of contract print devices; and
- 4.5.3 Regardless of the outcome of a tender it has been demonstrated historically that a rollout programme will take six months to a year and will need to accommodate the school timetable.

5. Next Steps

- 5.1 An extension to the current contract is recommended to complete a tender exercise using the Scottish Government's Office Equipment Framework.
- 5.2 Regardless of outcome of this Framework it is anticipated that there will be a long changeover period as 1500 new devices and associated services are implemented throughout the Council. The implementation of the current contract took over a year. It is also expected that there are a number of printers which have been installed outside the current contract will need to be removed or replaced.
- 5.3 This Waiver presents a risk of challenge by other suppliers however this is mitigated as the intention is to use the extension period to complete a tender exercise and handover to a new contract.

6. Financial impact

- 6.1 The estimated value of this extension will be £800,000.

7. Stakeholder/Community Impact

- 7.1 Significant consultation with schools has been taking place as the largest user group by volume and spend. A preference for improved service levels has been expressed, however it will be necessary to seek to reduce colour printing in the future.
- 7.2 The energy usage of printers will be tested during the tender process to incentivise reduced power requirements. Biodegradable ink will be sought as standard throughout the fleet. The machines will as a minimum be able to operate with the Council's preferred recycled paper choice without any degradation of availability.

8. Background reading/external references

- 8.1 N/A

9. Appendices

- 9.1 N/A