

# NATIONAL PUBLIC SECTOR FRAMEWORK

For Multifunctional Devices and Associated Print Services and Supplies

REF: CPC/DU/MFD/02A



## USER GUIDE

FEATURES AND BENEFITS

Creating a *new printing culture* in the Public Sector

## Contents

1	Introduction.....	1
2	Framework Summary .....	1
3	Buying from the Framework.....	8
3.1	Direct Award .....	8
3.2	Further Competition .....	8
4	Free of Charge Print Audits .....	9
5	Further Competition Support Service .....	10
6	Placing an order.....	12
7	Contract and Account Management .....	12
8	Complaints and Escalation Procedures .....	13
9	Delivery and Fault Repair .....	14
10	User Training .....	14
11	Any Questions?.....	15
12	APPENDIX A – Supplier Contact Details.....	16
13	APPENDIX B – Further Competition Template .....	19
14	APPENDIX C – Further Competition Support Service Fee Structure .....	20
15	APPENDIX D – Example Framework Order Form.....	22
16	APPENDIX E – Framework Weighting.....	24

# 1 Introduction

The Crescent Purchasing Consortium Limited has put in place an EU compliant framework for Multifunctional Devices and Associated Print Services and Supplies reference CPC/DU/MFD/02A (hereafter the framework). It is a proactive, best value, collaborative framework that can deliver your entire office printing and print service needs.

## 2 Framework Summary

The framework agreement is designed to be a one stop shop for an organisation's print and document service requirements.

### **Lot 1 – Multifunctional/Reprographic Devices and Associated Print Services and Supplies**

This Lot is for the provision of Multifunctional/Reprographic Devices and Associated Print Services and Supplies. This Lot provides access to a range of devices from small desk top units through to large reprographics units across a number of specification ranges defined by print speed, covering units up to 140 pages per minute. Devices are mono, colour or colour capable and purchase options include outright purchase and lease options on either a 3, 4 or 5 year basis (short-term lease is also available on a 1, 3, 6 or 12 month basis).

Service and maintenance is delivered through a cost per copy click rate, which is inclusive of service and maintenance, staples and toner; standard service and maintenance providing a standard 4 hour response to fault and 2 hour fix, available 08:30 – 17:00, Monday to Friday, 52 weeks of the year. Enhanced and Basic service and maintenance options are also available from selected suppliers.

Devices are complemented by the supply of printers, print management and other document related software, and a range of support services including free of charge print audits, project management services and IT Support Services.

Nine suppliers have been awarded a place on this Lot and they are detailed overleaf:

	Altodigital Networks Ltd
	Annodata Ltd
	Apogee Corporation Ltd
	Arena Group Ltd*
	Canon (UK) Ltd
	Konica Minolta Business Solutions (UK) Ltd
	Ricoh UK Ltd
	Sharp Business Systems UK Plc*
	United Carlton Office Systems Ltd*

It should be noted that the suppliers detailed above with an asterisk next to the supplier name are only able to provide the supplies and services under this Lot on a regional basis. They are permitted to supply such supplies and services to the following regions of the United Kingdom only:

Arena Group Ltd: East Anglia, East Midlands, North East England, North West England, Wales, West Midlands and Yorkshire and Humber.

Sharp Business Systems Ltd: East Anglia, East Midlands, London, South East England, South West England, Wales and the West Midlands

United Carlton Office Systems Ltd: North East England, North West England and Yorkshire and Humber

Where an organisation is procuring under this Lot, they should consider all suppliers that are contracted to supply the supplies and services to the specific geographical region within which they wish to procure; the six national providers and the regional providers as appropriate. When conducting a further competition all appropriate suppliers should be invited to submit bids.

Access to the suppliers' product range and pricing is available via either

- the framework website <http://nationalpublicsectormfdframework.org/catalogues/> , or
- the framework Help Desk – see section 7 below

## Lot 2 - Recycled Technologies

This Lot is for the provision of a range of recycled Technologies and associated supplies and services. The Lot provides access to refurbished (reconditioned) and remanufactured multifunctional devices from small desk top units through to large reprographics units. Recycled elements underpin the provision of the devices available under this lot. The basic lot features include mono, colour and colour capable devices across a number of specification ranges defined by print speed covering units up to 135 pages per minute. Devices are mono, colour or colour capable and purchase options include outright purchase and lease options on either a 3, 4 or 5 year basis (short-term lease is also available on a 1, 3, 6 or 12 month basis).

Service and maintenance is delivered through a cost per copy click rate, which is inclusive of service and maintenance, staples and toner; standard service and maintenance providing a standard 4 hour response to fault and 2 hour fix, available 08:30 – 17:00, Monday to Friday, 52 weeks of the year. Enhanced and Basic service and maintenance options are also available from selected suppliers.

Devices are complemented by the supply of printers, print management and other document related software, and a range of support services including free of charge print audits, project management services and IT Support Services. Four suppliers are awarded a place on this Lot as detailed below:



Organisations should note that Ricoh UK Limited and Canon UK Limited are contracted to supply Remanufactured Devices, whilst Apogee Corporation Limited (Samsung, Kyocera and Sharp devices) and Konica Minolta Limited are contracted to supply Reconditioned Devices.

Access to the suppliers' product range and pricing is available via either

- the framework website <http://nationalpublicsectormfdframework.org/catalogues/> , or
- the framework Help Desk – see section 7 below

## Lot 3 - Managed Print and Document Services

This Lot is for the provision of Managed Print and Document Services. A Managed Print and Document Service is a service offered by an external provider to optimise or manage an organisation's document output. The lot provides complete solutions bringing together a comprehensive range of print and

document related hardware, software and services (including service and maintenance, project management, print audits, and IT support services) to meet an organisation's needs for a print and document solution. As part of the solution suppliers may assume responsibility, accountability and overall management of the functionality and performance of the organisation's print and document needs or parts thereof, delivering maximum efficiency through the print and document service. This may include taking over and managing all, or a proportion of existing services, solutions, equipment and resources, or implementation of new equipment, solutions, services and resources, or an optimum combination of both.

Solutions are complemented by the availability of a range of value added services including:

- IT Cloud Services
- Scanning and Archiving Services
- IT Support Services
- Mail Room Management
- Mailing Services
- Offset and Specialist Printing
- Provision of Consumables – IT Print and Office Related Consumables
- Data storage, workflow and management solutions

A range of pricing options are available under this Lot including, but not limited to, an all-inclusive cost per copy (to include all hardware, software and services), lease plus associated service costs, service fee etc.

The term of a managed print and document service should be sufficient to address the breadth of service delivery options and organisations' expectations. In this respect the lot offers flexible contract capabilities allowing contract terms up to 10 years in length.

Eight suppliers have been awarded a place on this Lot as detailed below:



## Lot 4 – Specialist Print Technologies

This Lot is for the provision of Specialist Print Technologies. This Lot provides access to a range of print devices including 3D printers, wide format printers and duplicators. The devices are complemented by the availability of specialist printing consumables, print management and other document related software, and a range of support services including free of charge print audits, project management services and IT Support Services.

Devices are available via purchase options including outright purchase and lease options on either a 3, 4 or 5 year basis (short-term lease is also available on a 1, 3, 6 or 12 month basis).

Service and maintenance is invariably (though not exclusively) delivered through a cost per copy click rate, which is inclusive of service and maintenance, staples and toner; standard service and maintenance providing a standard 4 hour response to fault and 2 hour fix, available 08:30 – 17:00, Monday to Friday, 52 weeks of the year. Enhanced and Basic service and maintenance options are also available from selected suppliers.

Devices are complemented by the supply of a number of value added supplies and services including digital photographic, video and projection equipment and services

Four suppliers have been awarded a place on this Lot and they are detailed below:



Access to the suppliers' product range and pricing is available via either

- the framework website <http://nationalpublicsectormfdframework.org/catalogues/> , or
- the framework Help Desk – see section 7 below

## Lot 5 – Printers and Associated Services and Supplies

This Lot is for the provision of range of printers and associated services and supplies. This Lot provides access to a range of mono, colour and colour capable printers. The devices are complemented by the availability of associated services including maintenance, free of charge print audits, project management services and IT support services.

Devices are available via outright purchase but also, where relevant and required, on a lease basis over either a 3, 4 or 5 years.

Service and maintenance is also available providing a standard maintenance 4 hour response to fault and 2 hour fix, available 08:30 – 17:00, Monday to Friday, 52 weeks of the year. Enhanced and Basic service and maintenance options are also available from selected suppliers.

Eight suppliers have been awarded a place on this Lot as detailed below:



Access to the suppliers' product range and pricing is available via either

- the framework website <http://nationalpublicsectormfdframework.org/catalogues/> , or
- the framework Help Desk – see section 7 below

This Lot is for the provision of a range of monitors and associated IT peripherals including, but not limited to, cables, keyboards and mice, headsets and earphones, webcams and speakers. Associated support services include networking services, project management services and IT Support Services.

Devices are available via outright purchase but also, where relevant and required, on a lease basis over either a 3, 4 or 5 years.

Service and maintenance is also available providing a standard maintenance 4 hour response to fault and 2 hour fix, available 08:30 – 17:00, Monday to Friday, 52 weeks of the year. Enhanced and Basic service and maintenance options are also available from selected suppliers.

Five suppliers have been awarded a place on this Lot as detailed below:



Access to the suppliers' product range and pricing is available via either

- the framework website <http://nationalpublicsectormfdframework.org/catalogues/> , or
- the framework Help Desk – see section 7 below

This Lot provides access to professional Consultancy Services to provide advice and guidance upon any aspect of the provisions of the wider framework. This Lot is specifically designed to provide organisations with a choice of professional organisations who can be called upon to provide consultancy support to deliver such professional advice and guidance to deliver real value, efficiency and effectiveness either during a contract term, or in respect of a new print provision.

Suppliers are unable to supply hardware and software solutions to organisations under this Lot, but they will not be prevented from bidding for further competitions, and/or having business directly awarded to them under any of the other wider Framework Lots that may arise from the provision of the advice and guidance they give to an organisation under this Lot, where they also have a place on the Framework Lot under which their advice and guidance/service and solution proposals can be fulfilled. It is however a condition, that suppliers must disclose to organisations utilising this Lot their position on any subsequent Framework Lot where a particular service/solution is recommended to be fulfilled.

Eight suppliers have been awarded a place on this Lot and are detailed overleaf:



Access to the suppliers' product range and pricing is available via either

- the framework website <http://nationalpublicsectormfdframework.org/catalogues/>, or
- the framework Help Desk – see section 7 below

## 3 Buying from the Framework

How do organisations buy from the framework? This can be done in one of two ways:

### 3.1 Direct Award

Direct Award is an option under all framework Lots with the exception of Lot 3 (where an organisation must engage in a further competition). Direct Award takes place where an organisation direct awards business to a supplier without the supplier having to engage in a further competitive process to win the contract.

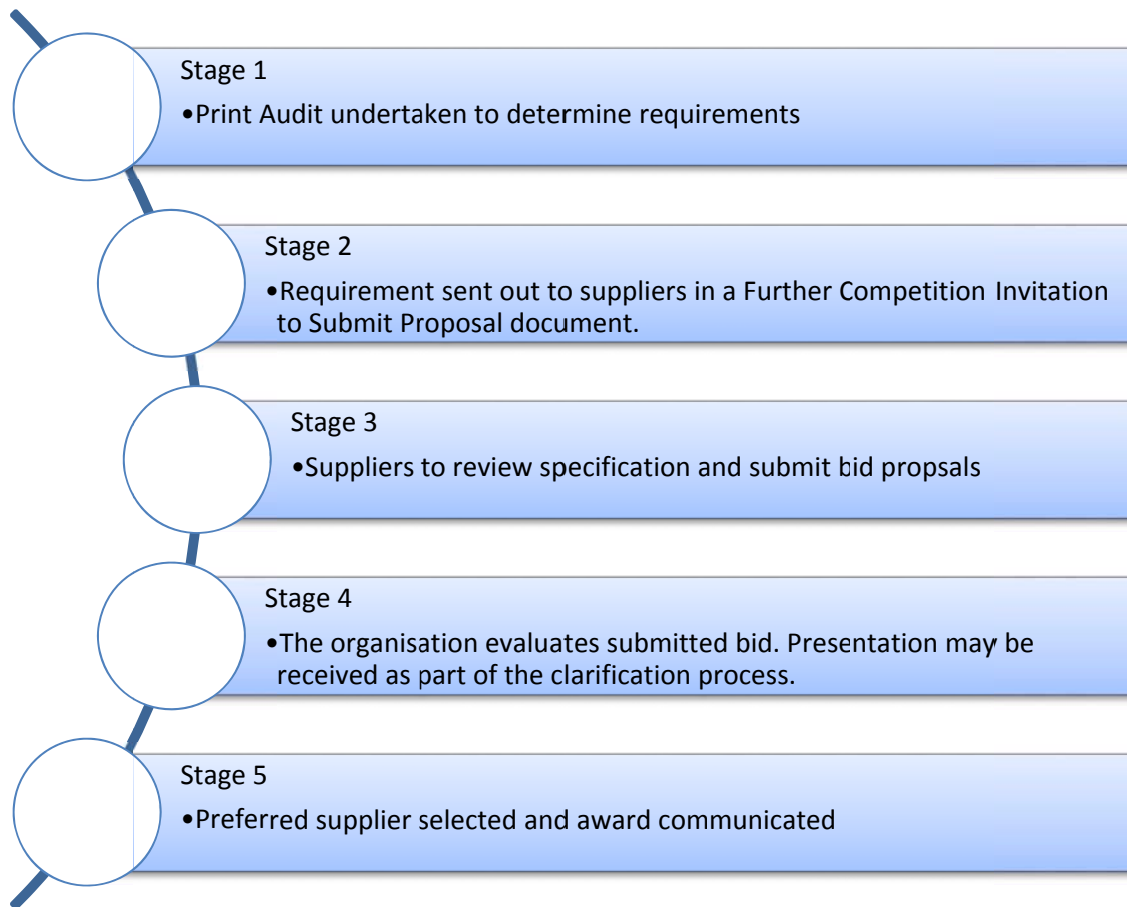
Each supplier has an agreed price list for the devices and services available under each Lot and these can be accessed by contacting the framework Help Desk. The price lists may be of assistance to organisations when deciding whether or not to Direct Award to a supplier.

### 3.2 Further Competition

An organisation can engage suppliers in a further competition in pursuit of additional value on all framework Lots. When engaging in a further competition exercise, organisations must invite all the suppliers, from within the respective Lot from which they are purchasing, to participate in the further competition. All suppliers within the respective lot must be given the opportunity to engage in a further competition. Whereas all suppliers must be given the opportunity to engage in the further competition,

they are not obliged to submit a quotation and may decide not to submit a bid under the further competition. This doesn't invalidate your further competition.

The following is an example of a traditional further competition process (for illustrative purpose only):



Basic advice and guidance upon conducting further competitions can be obtained from the Help Desk (see section 7).

If conducting your own further competition exercise organisations should note the base evaluation criteria and weighting for the Lot under which they are conducting the process. Full details of the weighting that underpins each Lot can be found in Appendix E.

A standard further competition template for use in a traditional further competition is attached in Appendix B for organisations wishing to undertake their own further competition exercise.

## 4 Free of Charge Print Audits

Print audits are normally available free of charge\* under Lots 1, 2, 3, 4 and 5, from any supplier on the Lot you are procuring under. Print audits can be requested directly from a particular Lot supplier without the need to engage in any form of comparison/assessment process to select a supplier to conduct the print audit. However, organisations may find it beneficial to select a supplier to conduct the print audit following

a structured comparison process. Organisations should note that information will need to be shared with the supplier conducting the print audit in order for the audit to be effective. Print audits can be a valuable way of understanding your current printing costs and the potential for print savings. Please be sure to speak with the appropriate supplier account manager for more details and to book an audit.

The results of the print audit should be used to inform your service specification. Organisations should note that invariably print audit results and recommendations will be supplier centric and therefore great care should be taken to normalise the findings before communicating a specification through the Further Competition process.








Organisations should note that print audits can only be obtained free of charge where there is commitment to utilise the framework for the resulting provision of devices and services. Print Audits will be charged in full where Organisations receive a free of charge print audit and elect upon receiving the results of the audit to utilise a different framework to fulfil their requirements for devices and services.

Organisations should note that comprehensive vendor neutral Print Audits and wider consultancy services are available through the Lot 7 Consultancy Services Lot. These are chargeable services but do provide true vendor neutral advice and recommendations

\*A charge may be levied by some providers where the extent of the required audit is extensive and complex.

## 5 Further Competition Support Service

In addition the framework offers a comprehensive further competition procurement service. The service fees vary depending upon the potential scale of the requirement and full details can be found in Appendix C. The further competition support service provides either a light touch documentation review service prior to engaging in the further competition, or a full procurement support service to undertake a fully compliant further competition exercise. The full procurement support service includes:

-  Assistance with the determination of customer requirements
-  Assistance with compilation of specification
-  Compilation of further competition documents and evaluation model
-  Dispatch of the above to framework suppliers
-  Receipt of bids
-  Undertaking of evaluations with, or on behalf of, the customer .  
Presenting findings and recommendation to the customer.
-  Communicate results of further competition to bidder

Where relevant the service includes up to two visits to customer site (at the service provider's sole discretion); be that to determine requirements, assess supplier capability, undertake evaluations or present findings. All other activities will be undertaken through electronic communication.

The documentation review service is available to organisations engaging in further competitions. An organisation's completed further competition documentation can be reviewed, critiqued and where appropriate amendments suggested, ensuring the documentation is fit for purpose and in keeping with spirit of the framework; thus enhancing the chances of a successful further competition. It is important to note that this service does not provide a documentation drafting service. Documentation drafting is an integral part of the full procurement support service detailed earlier this section.

Should you require further information about either of these services, or wish to benefit from the services, please contact the Strategic Contract Manager Steve Davies:

[steve.davies@nationalpublicsectormfdframework.org](mailto:steve.davies@nationalpublicsectormfdframework.org)

07966 040564

## 6 Placing an order

Having selected your chosen supplier and print solution, orders should be placed via the Framework Order Form – a copy is detailed in Appendix D. Your preferred supplier will populate the Order Form with the full details of your requirement and then present you with a completed Order Form for signature. The Order Form under which the contract will be enabled clearly references the framework terms and conditions.

## 7 Contract and Account Management

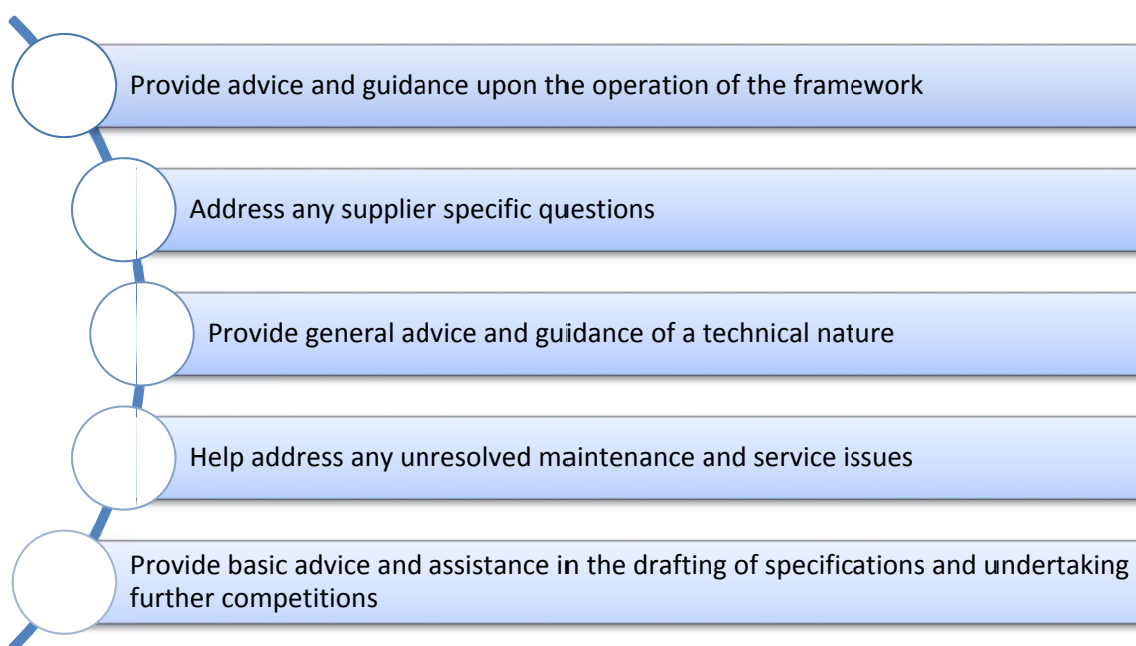
Day to day contract management support is available from the framework Help Desk. The Help Desk is open from 09:00 to 17:00 Monday to Friday excluding Bank Holidays and can be contacted either by phone or email as follows:

Email: [enquiries@nationalpublicsectormfdframework.org](mailto:enquiries@nationalpublicsectormfdframework.org)

Tel: 08450 179908

Fax: 08450 179907

The friendly Help Desk staff will be on hand to answer your questions and assist you in any way they can. Specifically they can:



Device Fault calls should **not** be directed towards the Help Desk. Device fault calls should be directed to the appropriate supplier device fault reporting service. Unresolved fault queries can be escalated through the Help Desk if the organisation experiences persistent problems.

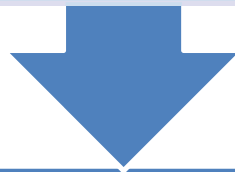
In addition to the Help Desk, additional account management support is provided by the appropriate supplier Regional Account Manager. Regional Account Managers are detailed in Appendix A and they can be contacted with regards to any matter concerning the supply (including order, delivery and implementation) and operation of the devices/print service.

## 8 Complaints and Escalation Procedures

Day to day complaints should be raised in the first instance with your chosen supplier. Where appropriate they may also be raised/escalated to the Help Desk. All complaints raised with the Help Desk will be recorded and the way forward agreed with the organisation. In the vast majority of cases such complaints will be addressed to the satisfaction of the organisation within a reasonable period of time (such time will vary depending upon the nature of the complaint). However in the unlikely event that a complaint is not resolved to the satisfaction of the customer within a reasonable time, complaints should be escalated as follows:

### Step 1

Should the Help Desk be unable to resolve your complaint please contact the Framework Strategic Contract Manager, Steve Davies via [steve.davies@nationalpublicsectormfdframework.org](mailto:steve.davies@nationalpublicsectormfdframework.org), t: 07966 040564. In the unlikely event that he is unable to resolve the complaint to your satisfaction, then escalate to Step 2.



### Step 2

Escalation to the Director, Jon Chamberlain. Jon can be contacted by email on [jon.chamberlain@nationalpublicsectormfdframework.org](mailto:jon.chamberlain@nationalpublicsectormfdframework.org), by t: 01204 374170 or m: 07957888274.

## 9 Delivery and Fault Repair

A comprehensive contract management regime underpins the operation of the framework. Suppliers' performance is continually monitored across all organisations using the framework and issues addressed as they come to light. An organisation can expect the following standard service performance on Lots 1, 2 and 3. \*

### Delivery to contract timescales

- Deliveries are to be made within 10 working days of the placement of an appropriately completed order

### Service engineer attendance

- A suitably qualified engineer will attend on site to address a reported fault within a maximum of 4 hours calculated from the time the fault report call is made and acknowledged, to attendance on site.

### Time to fix

- Devices are to be fixed to the users' satisfaction within 2 hours of attendance on site by a suitably qualified engineer.

### First time fix rate

- The target first time fix rate is 95%.

\* Organisations should note that the service expectations detailed above may differ for certain products on services on Lots 4, 5 and 6.

Organisations should also note that the above minimum requirements can be supplemented by additional local key performance indicators and other service delivery parameters agreed with their chosen supplier. Such local requirements must be mutually agreed with your chosen supplier.

The framework Strategic Contract Manager will undertake regular contract performance and management review meetings with all suppliers. Organisations are however encouraged to put in place their own local contract management regime to ensure performance of their chosen supplier. Organisations should ensure the framework Strategic Contract Manager is made aware of any issues of any persistent or unresolved nature so they can be addressed with the appropriate supplier at the appropriate supplier review meeting.

## 10 User Training

Comprehensive user training is provided free of charge at the point of device installation. The installing engineer will deliver hands on training to those users present at the point of installation. The engineer will similarly provide Super User training if required, thus allowing the receiving organisation to train other staff members themselves thereafter. Comprehensive user guides can be downloaded from suppliers' websites where required.

General advice and guidance can of course be obtained via the Help Desk.

## 11 Any Questions?

Should you have any questions about the operation of the framework that are not adequately covered by the User Guide, please do not hesitate to contact the Help Desk.

## 12 APPENDIX A – Supplier Contact Details

### **Altodigital Networks Ltd**

Paul Gregory  
07811 820012  
[paul.gregory@altodigital.com](mailto:paul.gregory@altodigital.com)

### **Annodata Ltd**

John Barron  
01923 333 333  
[john.barron@annodata.co.uk](mailto:john.barron@annodata.co.uk)

### **Apogee Corporation Ltd**

Simon Jones  
07525985525  
[simon.jones@apogeecorp.com](mailto:simon.jones@apogeecorp.com)

### **Arena Group Ltd**

Mick Fowler  
0344 8638000  
07703 675 804  
[mickf@arenagroup.net](mailto:mickf@arenagroup.net)

### **Banner Group Ltd**

Eric Hamer  
0843 538 3311 ext 5236  
07748 656580  
[Eric.hamer@bbanner.co.uk](mailto:Eric.hamer@bbanner.co.uk)

### **Bechtle UK Ltd**

Gareth Cosker – Framework Manager  
01249 467969  
[gareth.cosker@bechtle.com](mailto:gareth.cosker@bechtle.com)

Laura Graham – Framework End User Account Manager  
01249 467987  
[laura.graham@bechtle.com](mailto:laura.graham@bechtle.com)

### **Canon UK Ltd**

Stephen Moody  
07813 671291  
[Stephen\\_moody@cuk.canon.co.uk](mailto:Stephen_moody@cuk.canon.co.uk)

Matthew Finch  
07866 527875  
[Matthew\\_Finch@cuk.canon.co.uk](mailto:Matthew_Finch@cuk.canon.co.uk)

**Insight Direct UK Ltd**

Guy Beaudin

0844 6928639

[guy.beaudin@insight.com](mailto:guy.beaudin@insight.com)

**Konica Minolta Business Solutions Ltd**

Andrew Nixon

07852 951974

[andrew.nixon@konicaminolta.co.uk](mailto:andrew.nixon@konicaminolta.co.uk)

**Process Professionals Ltd/IPS Ltd**

Damian Potheary – Managing Director

0203 290 1812

[d.pothecary@processprofessionals.co.uk](mailto:d.pothecary@processprofessionals.co.uk)

**Puro Solutions Ltd**

Stephen Talyforth - Director

07940 585 376

[stephen@purosolutions.co.uk](mailto:stephen@purosolutions.co.uk)

**Ricoh UK Ltd**

Keith Stevenson - General Framework Queries and Support:

07823553123

[keith.stevenson@ricoh.co.uk](mailto:keith.stevenson@ricoh.co.uk)

Requests for Quotation:

[bid.team@ricoh.co.uk](mailto:bid.team@ricoh.co.uk)

**Sharp Business Systems UK Plc**

Mile Ferrall – Business Development and Contract Manager

0208 734 2085

07808 479084

[mike.ferrall@sharp.eu](mailto:mike.ferrall@sharp.eu)

David Harrison – National Accounts UK Director

0208 734 2027

07808 479138

[david.harrison@sharp.eu](mailto:david.harrison@sharp.eu)

**Specialist Computer Centre Ltd**

Nick Langdale

0845 263 7262

07870 806801

[frameworkprint@scc.com](mailto:frameworkprint@scc.com)

**Transcend 360 Ltd**

Keith Houghton – Director

07805 829816

[keith.houghton@transcend360.co.uk](mailto:keith.houghton@transcend360.co.uk)

**UK Print Audits Ltd**

Peter McSweeney – Joint Managing Director

07766 732 123

[pete.mcsweeney@ukprintaudits.co.uk](mailto:pete.mcsweeney@ukprintaudits.co.uk)

**United Carlton Office Systems Ltd**

Adam Fawcett

01759 458300

[adamf@united-carlton.co.uk](mailto:adamf@united-carlton.co.uk)

**Vision (Office Automation) Ltd**

Leon Wragg

08449 808 700

07581 429 349

[lwragg@visionplc.co.uk](mailto:lwragg@visionplc.co.uk)

**Xerox UK Ltd**

John Oster

07713 191310

[john.oster@xerox.com](mailto:john.oster@xerox.com)

**XMA Ltd**

Andy Veevers

01422 444 666

[andy.veevers@xma.co.uk](mailto:andy.veevers@xma.co.uk)

## 13 APPENDIX B – Further Competition Template

APPENDIX B IS ATTACHED AS A SEPARATE FILE

## 14 APPENDIX C – Further Competition Support Service Fee Structure

Further Competition Support Services are available upon payment of the appropriate fees.

The Further Competition Support Services are chargeable services available to any public sector organisation.

1. Documentation Review Service

The fee for this service is £200 per further competition document set.

2. Full Procurement Support Service

The full procurement support service is available across all framework Lots. Prices for undertaking a further competition under Lots 1, 2, 3 and 4 are detailed below. Prices for undertaking further competitions under Lots 5, 6 and 7 can be obtained by contacting the framework Help Desk – see Section 7 above for contact details.

The further competition support service for further competitions undertaken under Lots 1, 2, 3 and 4 has four tiers of service, each with different cost structures, each aligned to the size of an organisations' print device requirements.

### Tier One\*

- Organisations where there is a requirement for 5, or less than 5 devices.
- The fee for further competition support will be £750 per organisation for each further competition exercise.

### Tier Two\*

- Organisations with a requirement for more than 5 devices but less than 15 devices.
- The fee for further competition support will be £1500 per organisation for each further competition exercise.

### Tier Three\*








- Organisations with a requirement for more than 15 but less than 50 devices.
- The fee for further competition support will be £2750 per organisation for each further competition exercise.

### Tier Four\*

- Organisations with a requirement for more than 50 devices.
- The fee for the further competition support will be £3750 per organisation for each further competition exercise.

The fees will be exclusive of VAT and travel and subsistence.

Each will include full procurement support to undertake a further competition exercise; support to include:

-  Assistance with the determination of customer requirements
-  Assistance with compilation of specification
-  Compilation of further competition documents and evaluation model
-  Dispatch of the above to framework suppliers
-  Receipt of bids
-  Undertaking of evaluations with, or on behalf of, the customer .  
Presenting findings and recommendation to the customer.
-  Communicate results of further competition to bidder

The service includes up to two visits to customer site (at the service provider's sole discretion); be that to determine requirements, undertake evaluations or present findings. All other activities will be undertaken through electronic communication.

## 15 APPENDIX D – Example Framework Order Form

## NATIONAL PUBLIC SECTOR FRAMEWORK ORDER FORM

PLEASE PROCESS THIS ORDER WITH LOCATION NUMBER




**CONTRACT No CPC/DU/MFD/02A- Contract for the Provision of Multifunctional Devices and Associated Print Services and Supplies**

Tel: 0845179908

Fax: 08450179907

[ ] (the Customer) wishes to order/lease the below mentioned Products for a Minimum Term of [ ] Months.

This Purchase Order is for the [purchase/rental] of the products/services detailed below. Execution of this Order Form by the Customer shall automatically bind the Customer into the Purchase Terms / Lease Terms / Services Agreement (delete as appropriate) with the Supplier; copies of which (as appropriate) have been provided to you.

Item Code	Description	Quarterly Rental/ Purchase
Model		£
Optional		£
Accessories		£
		£
		£
<b>*Total lease rental payable quarterly in advance or Purchase Price</b>		£ excl VAT

Rentals are payable quarterly in advance from installation date, cost per copy costs are fixed for the duration of the lease period and will be invoiced quarterly in arrears.

Purchase will be invoiced on shipment, cost per copy will be fixed for [ ] years from purchase date and will be invoiced quarterly in arrears.

Colour Cost per copy	p	B/W cost per A4 and A3 per copy	p
----------------------	---	---------------------------------	---

Staples

NOT CHARGEABLE WHERE APPLICABLE

Name of Establishment (The Customer) \_\_\_\_\_

Delivery Site Address

Invoice Address (if different)

Post Code

Post Code

Contact Name (PRINT) (Mr/Mrs/Miss/Ms/Dr/Rev)

Tel No:

Fax No

Email:

Delivery date preference \_\_\_\_\_ \*this replaces my existing copier

Model

Location No





Expiry Date

Signature (Customer)

Date:

Name (Print)

Position

Sheet \_\_ of \_\_

Item	Description	Quarterly Rental /Purchase	Cost per Colour Page	Cost Per Mono Page
*Total lease rental payable quarterly in advance or Purchase Price			£_____ excl VAT	

**CONTRACT No CPC/DU/MFD/02A- Contract for the Provision of Multifunctional Devices  
and Associated Print Services and Supplies**

## 16 APPENDIX E – Framework Weighting

The weighting used to select providers through the original Invitation to Tender process is detailed below. Weighting is listed on a Lot by Lot basis and is provided for information purposes to assist organisations in determining their further competition evaluation criteria and associated weighting. Organisations are advised to select evaluation criteria and associated weighting that supports the spirit of the particular Lot under which they are conducting their further competition and can be clearly related back to the original published criteria. Certain criteria may be more or less relevant or indeed not relevant at all, to an Organisation's further competition and therefore their evaluation approach may be subtly different to that adopted in the original Invitation to Tender.

### Lot 1

Price 40%

Quality 60%

Quality Criteria:

Criteria	Weighting%
Method Statement Strategic statement upon the delivery of the framework	5
Technical Specification Devices and Services Compliance with the device technical specifications	23
Equipment Warranty and Quality e.g. warranty, quality assurance policies, after sales care and support	2
Ordering Process Electronic communication/ordering systems, cancellation policies	1
Delivery e.g. delivery timescales, delivery process, policies for dead-on-arrival or faulty devices, safe and secure delivery of supplies, movement/relocation of devices and business continuity	7
Training e.g. user and super user training provision	2
Maintenance Support Services e.g. nature of maintenance service, response and fix times, standard maintenance service provision plus basic and enhanced services	6
Account Management e.g. Account management structure, management information, key performance indicators, consolidated invoices	8
Marketing e.g. marketing tools and plans	3
Sustainability e.g. approach to sustainability, carbon reduction and low energy devices	3

## Lot 2

Price 40%

Quality 60%

Quality Criteria:

Criteria	Weighting%
Method Statement Strategic statement upon the delivery of the framework	5
Technical Specification Devices and Services Compliance with the device technical specifications	23
Equipment Warranty and Quality e.g. warranty, quality assurance policies, after sales care and support	2
Ordering Process Electronic communication/ordering systems, cancellation policies	1
Delivery e.g. delivery timescales, delivery process, policies for dead-on-arrival or faulty devices, safe and secure delivery of supplies, movement/relocation of devices and business continuity	7
Training e.g. user and super user training provision	2
Maintenance Support Services e.g. nature of maintenance service, response and fix times, standard maintenance service provision plus basic and enhanced services	6
Account Management e.g. Account management structure, management information, key performance indicators, consolidated invoices	8
Marketing e.g. marketing tools and plans	3
Sustainability e.g. approach to sustainability, carbon reduction and low energy devices	3

## Lot 3

It is expected that the ratio of price to quality will range between 40% Price and 60% Quality, to 10% Price and 90% Quality, however it is recognised that the exact price:quality ratio will be determined by the organisation when conducting the further competition.

Quality Criteria:

Criteria	Weighting%
Method Statement Strategic statement upon the delivery of the framework	10
Process Capabilities Ordering process	30

<p>e.g. electronic communications</p> <p>Print audit services e.g. ability to undertake audits</p> <p>Due diligence methodology e.g. methodology for undertaking due diligence prior to contract implementation/variation</p> <p>Policy definition, implementation, delivery e.g. ability to define leading edge print strategy and implement and deliver the same</p> <p>Transfer of responsibilities ensuring continuity e.g. ability to ensure efficient transfer of responsibilities during contract</p> <p>Risk management e.g. ability to manage risk as part of an efficient and effective print service</p> <p>Account management e.g. ability to manage the contract and customer interface including management of performance to key performance indicators, management information, complaints and escalation</p> <p>Regular review of equipment and solution to deliver efficiencies e.g. regular review of solution and component parts to ensure on-going efficiency and effectiveness of solution</p> <p>Service continuity e.g. ability to demonstrate service continuity through change</p> <p>Consolidated invoicing e.g. ability to provide consolidated invoicing</p> <p>Exit strategy at the end of contracts e.g. effective and efficient management of the contract expiry and handover process</p>	
<p><b>Technical Capabilities</b></p> <p>Hardware e.g. ability to provide comprehensive range of print and related hardware</p> <p>Software e.g. ability to provide print management software, ability to integrate software with users' networks and systems and ability to bespoke/customise where necessary</p> <p>Delivery e.g. delivery timescales, delivery process, policies for dead-on-arrival or faulty devices, safe and secure delivery of supplies, movement/relocation of devices and business continuity</p> <p>Automated services e.g. ability to provide remote diagnostics, , remote monitoring of print</p>	50

<p>devices, remove meter reading</p> <p>Remote printing e.g. ability to provide off-site printing facilities to support print service</p> <p>Security e.g. ability to deliver security of information in data and printed form</p> <p>Device service and maintenance requirements e.g. maintenance options (offsite and onsite), response and fix times, planned and reactive maintenance</p> <p>Consumable management e.g. ability to manage supply and use of consumables</p> <p>IT support services e.g. ability to provide networking services, hardware and software support services and IT support services</p> <p>Customer support services e.g. ability to provide help desk support services</p> <p>Training and skills transfer e.g. user and super user training</p> <p>Value added services e.g. ability to provide a range of additional value added support services including cloud based services, scanning and archiving, IT support, mail room management, mailing services, management of offset and specialist print, provision of associated IT print and office related consumables and document storage, workflow, data and document management systems</p>	
<p><b>Sustainability</b> e.g. approach to sustainability, carbon reduction and low energy devices</p>	5
<p><b>Marketing</b> e.g. marketing tools and plans</p>	5

## Lot 4

Price 40%

Quality 60%

Quality Criteria:

Criteria	Weighting%
Method Statement Strategic statement upon the delivery of the framework	5
Technical Specification Devices and Services Compliance with the device technical specifications	23
Equipment Warranty and Quality e.g. warranty, quality assurance policies, after sales care and support	3

Ordering Process Electronic communication/ordering systems, cancellation policies	1.5
Delivery e.g. delivery timescales, delivery process, policies for dead-on-arrival or faulty devices, safe and secure delivery of supplies, movement/relocation of devices and business continuity	6.5
Training e.g. user and super user training provision	1.5
Maintenance Support Services e.g. nature of maintenance service, response and fix times, standard maintenance service provision plus basic and enhanced services	6
Account Management e.g. Account management structure, management information, key performance indicators, consolidated invoices	8
Marketing e.g. marketing tools and plans	2.5
Sustainability e.g. approach to sustainability, carbon reduction and low energy devices	3

## Lot 5

Price 60%

Quality 40%

Quality Criteria:

Criteria	Weighting%
Method Statement Strategic statement upon the delivery of the framework	3
Technical Specification Devices and Services Compliance with the device technical specifications	14.5
Equipment Warranty and Quality e.g. warranty, quality assurance policies, after sales care and support	3
Ordering Process Electronic communication/ordering systems, cancellation policies	1.5
Delivery e.g. delivery timescales, delivery process, policies for dead-on-arrival or faulty devices, safe and secure delivery of supplies, movement/relocation of devices and business continuity	5
Training e.g. user and super user training provision	0.5
Maintenance Support Services e.g. nature of maintenance service, response and fix times, standard maintenance service provision plus basic and enhanced services	3
Account Management e.g. Account management structure, management information, key performance indicators, consolidated invoices	6
Marketing e.g. marketing tools and plans	1.5

Sustainability e.g. approach to sustainability, carbon reduction and low energy devices	2
--	---

## Lot 6

Price 60%

Quality 40%

Quality Criteria:

Criteria	Weighting%
Method Statement Strategic statement upon the delivery of the framework	3
Technical Specification Devices and Services Compliance with the device technical specifications	15
Equipment Warranty and Quality e.g. warranty, quality assurance policies, after sales care and support	2.5
Ordering Process Electronic communication/ordering systems, cancellation policies	1.5
Delivery e.g. delivery timescales, delivery process, policies for dead-on-arrival or faulty devices, safe and secure delivery of supplies, movement/relocation of devices and business continuity	5
Training e.g. user and super user training provision	0.5
Maintenance Support Services e.g. nature of maintenance service, response and fix times, standard maintenance service provision plus basic and enhanced services	3
Account Management e.g. Account management structure, management information, key performance indicators, consolidated invoices	6
Marketing e.g. marketing tools and plans	1.5
Sustainability e.g. approach to sustainability, carbon reduction and low energy devices	2

## Lot 7

Price 70%

Quality 30%

Quality Criteria:

Criteria	Weighting%
Method Statement	3

Strategic statement upon the delivery of the framework	
Audit Due Diligence and Consultancy Services Compliance with the specified consultancy services	11
Service Quality e.g. quality assurance policies, after sales care and support	2
Ordering Process Electronic communication/ordering systems, cancellation policies	1
Delivery e.g. delivery process, safe and secure delivery of supplies and business continuity	3
Account Management e.g. Account management structure, management information, key performance indicators, consolidated invoices	6
Marketing e.g. marketing tools and plans	2
Sustainability e.g. approach to sustainability, carbon reduction and low energy service provision	2

### Use of Supplier Presentations and Site Visits as part of the Bid Evaluation Process

Supplier presentations can be received as part of the evaluation process. Should you wish to have supplier presentations you must make mention of this within your further competition documentation.

In most cases supplier presentations are not scored in their own right but are instead used as way of clarifying the Evaluation Panel's understanding of the suppliers' written submissions. The Evaluation Panel may elect to reassess a score given to a supplier in respect of the evaluation criteria where it is clear from a presentation that the Evaluation Panel has misinterpreted the written submission.

If supplier presentations are to be scored one must take great care to ensure that whatever is to be scored is clearly determined in advance of the presentation. It is also important that suppliers are aware of how the presentation is to be assessed.

Site visits can be undertaken but similarly to presentations, they are generally not scored in their own right but are instead used as a means of clarifying the Evaluation Panel's understanding of the suppliers' written submissions. The Evaluation Panel may elect to reassess a score given to a supplier in respect of the evaluation criteria where it is clear from a site visit that they have misinterpreted the written submission.