

Specification
Office Multi-function Devices
CCS RM3781 Lot 2

Version 7.6

Table of Contents

1. INTRODUCTION3

2. BACKGROUND3

3. SCOPE3

4. STATEMENT OF REQUIREMENTS.....4

5. WHOLE OF LIFE SUPPORT9

6. METER READINGS 13

7. TRAINING 13

8. IMPLEMENTATION TIMETABLE..... 14

9. PILOT.....14

10. EXIT MANAGEMENT AND TRANSITION PLAN 145

1. Introduction

This procurement is a requirement to replace various general office MFDs on a lease and copies basis along with the service and support of those machines in line with CCS RM3781 Lot 2 framework terms. In addition, maintenance and support of the chosen software management product will be required by appropriately certified engineers.

2. Background

The office MFD estate was inherited from the previous district councils prior to the inception of Cheshire East Council in 2009.

Several different machine manufacturers, machine models, contracts and service vendors were consolidated during the last procurement, however the main contracts are now due to go out to tender and a number of machines can now be replaced and we can look to bring contract timelines alongside each other to allow streamlining in the future.

Cheshire East Council already has a software management toolset implemented. The supporting Safecom infrastructure is in place and any new machines will be required to fully support the Safecom G4 infrastructure already present. Cheshire Easts ICT manage hardware supporting the Safecom environment, however the winning vendor will be required to support the Safecom infrastructure itself.

A print policy was written some time ago and this along with the Safecom software has allowed Cheshire East Council to monitor, challenge and control the output from the machines already using the Safecom product. By extending the use of this toolset onto further machines it is anticipated the same tangible and intangible savings can be made with print across the wider estate that have already been seen with the current Safecom managed machines.

3. Scope

Replace existing office MFDs as per the requirements and list provided in the Statement of Requirements (below) on a lease and copies (service) basis.

This is a 5-year contract with existing devices requiring replacement in years 1, 2 and 3 of the contract as per the pricing schedule (Appendix B). All service and lease agreements will cease at the end of the contract, irrespective of the date the associated device is installed.

Any and all costs must be built into the service cost of the machine; this includes, but is not limited to costs for:

Delivery
Installation
Training (3 levels of training) and refresher training when required (section 6)
Spare Parts
Consumables
Cost to ensure data control on hard drive prior to return to vendor (section 5.10)
Removal of machine from site and return of machine back to vendor at contract end date
Re-sites of machines within the Council (section 5.4)

In accordance with Lot 2 of Crown Commercial Service (CCS) Framework Agreement RM3781

4. Statement of Requirements

A high level list of machines and minimum acceptable specs is provided at 4.19, the below is required for those machines listed.

- 4.1. Almost thirty of the machines to be replaced are in three main office buildings and provide almost all the printed output within them. Special consideration must be given to the rollout into those buildings to avoid any negative first impressions of the solution.
- 4.2. All of the machines to be replaced are currently pull print devices.
 - 4.2.1. The current machines will be replaced with pull print machines using Safecom software management.
- 4.3. The infrastructure to support Safecom and this rollout is already in place, the only additional Safecom related item required will be a maintenance cost for Safecom pull print and for the tracking module for each of the new machines and the scan to email facility. The winning bidder will need to ensure the maintenance is fully compliant with Nuances licensing and the Safecom infrastructure.
- 4.4. The current Safecom infrastructure is maintained by XMA. The winning vendor will be required to take on that maintenance and support all machines using it (including some XMA devices). The vendor will be expected to work with XMA to make best use of the infrastructure and both of the vendors machines across the estate.
- 4.5. New machines **MUST** be **Safecom G4** compliant, using Safecom to deliver and manage:
 - 4.5.1. Pull Print
 - 4.5.2. Copy
 - 4.5.3. Scan to email product that only allows the user to scan to their own email address, NO other scanning locations are allowed.
 - 4.5.3.1. Formats used to store scans MUST include PDF/1a

4.5.4. Kofax

- 4.6. In addition to the current service set given above, the machines should also be capable of utilising further Safecom controlled features in the future.
- 4.7. The safecom reporting tool is used to create reports and will need to be supported and maintained by the winning bidder as part of the overall service offering. Any costs associated to this should be built into the total costs.
- 4.8. The existing Safecom infrastructure consists of a master server and four slave servers. Cheshire East Council has already purchased an enterprise license enabling us to add slaves without additional license costs.
- 4.9. Corporate machines will all use Safecom and will be the default for all installs unless otherwise indicated.
- 4.10. Safecom authentication is performed and a user code PIN (the users network login) entered via a touchscreen panel on the MFD to authenticate the user and gain access to the feature set. In addition, the intention is to also move to using PAC iso proximity cards for authentication in addition to PIN. Bidders must be able to supply MFDs with an agreed 'base build/PDI build' for Cheshire East so that the only activity that needs to take place on delivery is that the machine is registered to Safecom and a license is assigned to the machine.
- 4.11. There is no requirement for any fax capability.
- 4.12. There is no additional requirement for finisher units or bulk paper trays, only standard capacity trays (500 sheets).
- 4.13. All of the proposed machines must be compatible with Xenapps 6 & 6.5 on server 2008r2 providing Windows 7, moving to Windows 10 running Server2019 via citrix and have a common/universal driver to allow machines of different specification to use a common driver and print queue. The aim is to present one default print queue to our main buildings, which is MONO and DUPLEX by default. If users have a requirement for colour they have to manually change the settings on that driver from that default each time they print, or save the settings as a template.
- 4.14. There is no requirement for lockable trays, either via physical lock or software.
- 4.15. The overall solution must include an automated method to collect and send meter readings to the vendor without intervention from the users wherever possible.
- 4.16. The overall solution must also be able to auto-order consumables and service requirements.

- 4.17. Cheshire East Council is in the process of changing its operating model and some services may move to be operated by organisations other than the council. Under RM3781 there is currently outline provision for returning hardware –extract from RM3781 regarding Settlement and Flexibility below:

4.11 Settlement and Flexibility

4.11.1 The Supplier shall ensure where a settlement charge is payable due to early termination of a contract by Contracting Authorities, that this will be in accordance with the provisions as set out within the Call Off Lease Agreement. The Supplier shall be expected to apply a discount of at least 10% to early settlement fees that may be chargeable to Contracting Authorities as set out within the provisions of the Call Off Lease Agreement.

4.11.2 The Supplier shall ensure that no settlement fee for early termination shall be applied to loss of expected page output volume, administration or collection charges.

4.11.3 The Supplier shall provide flexibility in the management of Contracting Authorities fleet and shall not charge a settlement fee to Contracting Authorities where the Device is redundant due to re-organisation, merger or closure and all reasonable efforts have been made to re-site the Device within the Contracting Authorities' organisation.

4.11.4 The Supplier shall explore opportunities and work with the Authority to establish where redundant Devices may be re-situated across other areas of Government where they are considered fit-for-purpose and where clear efficiencies can be illustrated to both the existing and new Contracting Authorities.

4.11.5 The Supplier shall provide additional defined flexibility as follows:

- Where Contracting Authorities has a Device that does not match the output requirement due to a change in circumstances, i.e. a different and more suitable Device is required through downgrade or upgrade. This shall include, but shall not be limited to, a higher speed Device, for example. The Authority does not intend that this is an open-ended commitment for the Supplier and should only be used by Contracting Authorities on specific occasions.
- Where funding is withdrawn and Contracting Authorities are no longer able to meet its obligations under the Call Off Lease Agreement.
- Where a Private Finance Initiative (PFI) (or similar programme) comes into effect.

- 4.17.1. To remove all element of ambiguity about what can be returned without possible termination penalties; Cheshire East Council will be adding statements to the contract to allow the council to be able to return up to 20% of the fleet with no penalties per year of the vendor machine estate (this 20% will be calculated on the number of machines in the estate at each anniversary). There will be no differentiation between machines. Cheshire East Council will in accordance with the framework, explore all available avenues with the vendor before looking to hand machines back. Within the last contract, 5 machines will have been handed back to the current supplier.

- 4.18. All the 'standard specification' A3 capable machines must have as minimum specification:
- 4.18.1. Be floor standing
 - 4.18.2. At least 200 sheet capacity dual scan A3 ADF handling 35-220gsm paper in simplex mode and 50-220gsm paper in dual scan mode.
 - 4.18.3. 150 sheet manual/bypass tray
 - 4.18.4. 4x 500 sheet input trays (adjustable from A5 up to A3)
 - 4.18.5. Paper handling from 55gsm paper up to 300gsm.
 - 4.18.6. RFID card reader supporting PAC Mifare (a card will be supplied on request to confirm that the card is compatible with the existing PAC iso door access system). The card reader must be compatible with the PAC door system in use at Cheshire East, the use of additional cards using other protocols to support authentication on MFDs only will not be acceptable. There must also be a mechanism to be able to associate (and re-associate) a card with an ID quickly and easily that users can perform without IT intervention.
 - 4.18.7. Fully support:
 - 4.18.7.1. Safecom G4 including:
 - 4.18.7.1.1. Pull print
 - 4.18.7.1.2. Copy
 - 4.18.7.1.3. Scan to email product that only allows the user to scan to their own email address, NO other scanning locations are allowed or can be available.
 - 4.18.7.1.3.1. Formats used to store scans MUST include PDF/1a
 - 4.18.7.2. Kofax Front Office Server 4.1.1
 - 4.18.7.3. Kofax Capture 11
 - 4.18.7.4. Kofax Transformation Modules – 6.2

4.19. The list of machines for replacement:

To ensure vendors are all working to the same list, the definitive list for this procurement is the pricing schedule (Appendix B)

Each of the machines (apart from anything identified as a photocopier only) will need a Safecom maintenance license and software to provide:

Pull Print

Copy

Scan to email product that only allows the user to scan to their own email address, NO other scanning locations are allowed or can be available. Formats used to store scans MUST include PDF/1a

Kofax licensing is not included in this procurement; however the relevant machines MUST meet the kofax specifications stated in 4.19.6

Bidders should note that the MFD quantity requirements quoted within the pricing schedule (Appendix B) is correct to date, however may differ slightly to final requirements

Bidders should use the following volumes when calculating total costs:

Standard 40 page per min A3 mono – 35,000 mono per Q
 Standard 40 page per min A3 colour - 30,000 mono per Q / 10,000 colour per Q
 Desktop 30 page per min A4 colour – 7,000 mono per Q / 3,000 colour per Q

4.20. In addition to the machines identified in the pricing schedule, it is anticipated that there may be a requirement throughout the life of the contract for the provision of:

4.20.1. Between 2 to 4 DESKTOP MFDs of:

Speed	Mono/Colour	Output size	Safecom & Tracking
30ppm	COLOUR	A4	Option to be decided at time of ordering (unit could be used as photocopier) – No requirement for Kofax support

4.20.2. Between 2 to 10 MFDs fully conforming to 4.19 of:

Speed	Mono/Colour	Output size	Safecom & Tracking
40ppm	Mono	A3	Option to be decided at time of ordering (unit could be used as photocopier)

4.20.3. Between 2 to 10 MFDs fully conforming to 4.19 of:

Speed	Mono/Colour	Output size	Safecom & Tracking
40ppm	COLOUR	A3	Option to be decided at time of ordering (unit could be used as photocopier)

This range of volumes is indicative only, based on the remainder of the MFD estate. Due to reorganisation, the Council does not and cannot guarantee that any additional machines will be purchased.

Should the need arise; these additional machines will be subject to the same terms and conditions as the identified machines listed above.

5. Whole of life support

5.1. Expiry of lease agreements

- 5.1.1. All lease agreements will be co-terminus and will end at the contract end date, irrespective of the date the associated device is added to the contract
- 5.1.2. The Supplier will give 6 months written notice to the customer to advise of the approach of the end of the lease agreement.
- 5.1.3. A product will be considered ready for removal on the expiry date of the agreement period. All charges will cease on that day.
- 5.1.4. Arrangements to remove products at the end of the agreement are the Suppliers responsibility unless items are covered by current WEEE regulations.
- 5.1.5. Return of equipment is already built into the costs and no collection charge will be applicable to return equipment.

5.2. Paper

- 5.2.1. All products must perform reliably and without problems on 100% post consumer waste recycled paper, in particular Steinbeis 'classic White' eco printing paper (ISO70 brightness). All the vendors service response teams (e.g. engineers) should be aware that the products will be supplied on this assumption and that the paper cannot be solely blamed for any paper jamming issues.

5.3. Toner Cartridges

- 5.3.1. In the event of the vendor supplying compatible/non-oem toners as part of their service, Cheshire East reserves the right to request that only OEM service items (particularly toners) are supplied if any problems are encountered with using non-OEM supplies.
- 5.3.2. The supplier will need to offer Regular collections of ALL waste consumables produced by the machines from each site to be returned to the supplier for recycling or disposal by the supplier.
- 5.3.3. In the event that compatible/non-OEM toners are used for the service and there is a supply issue or compatibility issues identified through the quarterly review process that may result in a device being out of action the supplier will automatically supply OEM toners at no extra cost

5.4. Re-sites

- 5.4.1. Re-sites of equipment within buildings and between sites will be totally free of charge with no 'admin' fees or any other charges applicable.
- 5.4.2. The supplier will provide a simple process to follow for re-sites.
- 5.4.3. Where possible the Council will provide reasonable notice and will

work with the supplier to arrange access and location requirements.

5.5. Availability

- 5.5.1. High up time is critical for all products. This will be a result of excellence in design, materials, build, maintenance and support. Up time is here defined as the % of time that all primary functions are running simultaneously out of the supported hours per quarter. Primary functions include print, copy, scan, email, plus any other feature critical to the performance of the product.
- 5.5.2. Up time will be clearly demonstrated in the Service review meetings (see 5.7.2) and will be compared to the standards set in RM3781.
- 5.5.3. The supplier must provide automatic replacement on a like for like basis under the same terms and agreement end date, where:
 - 5.5.3.1. A product has had a maximum of 3 breakdown calls for the same fault which results in the equipment not being able to produce print/copy in one quarter.
 - 5.5.3.2. A product has not achieved the expected up time two quarters in a row.
 - 5.5.3.3. Any equipment falling into these criteria must be replaced within 5 days.

5.6. Response Times

- 5.6.1. There will be a maximum average response time of 4 working hours, measured over a quarter.
- 5.6.2. There will be a detailed escalation and reporting procedure for when the relevant response time is not achieved and for when first time fix is not achieved.

5.7. Service Support

- 5.7.1. At a minimum, maintenance and support hours will cover 08.30 to 17.30 Monday to Friday, excluding bank holidays. It will be possible for the customer to:
 - 5.7.1.1. Log support calls with a help desk by email, by phone or service portal.
 - 5.7.1.2. Log calls through automated email service alerts direct from each networked product where this is specifically authorised and facilitated by the customer.
 - 5.7.1.3. Receive telephone support for all products.
 - 5.7.1.4. Receive remote support via the network where this is specifically authorised and facilitated by the customer.
 - 5.7.1.5. Provide specialist IT telephone, remote access & field support where requested by the customer
- 5.7.2. Service Review
 - 5.7.2.1. A quarterly service review meeting will be held to review the performance of the machines over the previous period and identify common or recurring problems and agree solutions. A review document will be provided to Cheshire East Council no later than 5 days before the meeting which

should include but is not limited to:

- 5.7.2.1.1. Number of vendors devices
- 5.7.2.1.2. Number of devices with 100% uptime
- 5.7.2.1.3. Total number of callouts previous quarter
- 5.7.2.1.4. Number of calls where the device was not able to perform its primary functions of printing, copying, fax or scanning.
- 5.7.2.1.5. Number of calls where service was required but primary functions were available
- 5.7.2.1.6. Number of calls relating to network problems
- 5.7.2.1.7. Average uptime (and target uptime noted by RM3781)
- 5.7.2.1.8. First time fix (as a percentage)
- 5.7.2.1.9. Average overall response time (as a percentage) and target response time noted by RM3781
- 5.7.2.1.10. Overall volumes printed for mono copies
- 5.7.2.1.11. Overall volumes oriented for colour copies
- 5.7.2.1.12. A list of the devices captured in the report and their location with devices falling outside acceptable parameters highlighted.
- 5.7.2.1.13. A bar chart displaying the number of call per device with calls against it.
- 5.7.2.1.14. An exceptions report showing details of the calls for machines falling below acceptable standards.
- 5.7.2.1.15. A report showing each machine with the meter readings previous and current quarter, mono and colour and the number of copies done in the current quarter.

5.8. Invoicing

- 5.8.1. The supplier will confirm invoicing arrangements and provide a sample of an invoice for inspection.
- 5.8.2. It is not possible for the Council to currently match an invoice against multiple purchase orders, as there are a number of internal areas individually responsible for paying for the MFDs. The Council will wish to raise purchase orders in a variety ways (some purchase orders will be for individual MFDs and some will be for a grouping of MFDs). It will therefore be a requirement to produce separate invoices per purchase order. Throughout the life of the contract Cheshire East may need to move MFDs between purchase orders. This facility is mandatory.
- 5.8.3. Invoices will not be released to the council without valid, current Purchase Order numbers clearly presented on them otherwise the invoice will be returned to the supplier.
- 5.8.4. The supplier will be responsible for collecting and collating the Purchase Order numbers from the council and applying them back to the relevant machines prior to invoicing. New Purchase Orders are required each financial year.

- 5.8.5. The Supplier will supply indicative PO costs for each machine after the first year based on historical spend on that machine.
- 5.8.6. The supplier will offer the ability to 'group' several machines and provide a combined invoice for those machines, subject to agreement by the Council.
- 5.8.6.1. The ability must exist within that 'group' invoice to add and remove machines if required to allow machines to be re-sited to and from corporate sites and hence be added and removed from that group invoice.
- 5.9. Site attendance and security
- 5.9.1. Engineers will be required to sign in when attending site and display a visitor badge
- 5.9.2. In addition, the Supplier's employees shall carry and produce on demand the Supplier's identity card or similar, which must display (unless otherwise agreed) a passport size photograph.
- 5.9.3. Engineers will also be required to follow any CEC processes and site operating procedures to protect staff in the building and the engineers from any virus/disease.
- 5.9.4. The Supplier must not, without the council's prior written permission, take any photograph of the whole or any part of the site.
- 5.9.5. The Supplier's staff shall comply with all local rules pertaining to the site such as: no smoking; no radio; reporting to a specified point on arrival / departure and any particular security regulations that are in force.
- 5.10. Data Control
- 5.10.1 The vendor will be expected to fully comply with GDPR and all data processing, including billing, review documents etc must take place within the United Kingdom. Vendors who perform any data processing outside the UK must declare this when they return their tender submission. Cheshire East Council will then need to fully understand the extent of the data processing involved and then inform the vendor if their submission can be accepted for consideration.
- 5.10.2 In the last few years there has been heightened awareness of the control of data, this includes the data written to hard drives used by MFDs and printers. Included in the contract costs will be provision for one of the below measures to be carried out on return of the equipment at the conclusion of the term.
- A – The physical hard drive is removed from the machine and handed over to Cheshire East Council for destruction by our chosen vendor.
- B – The physical hard drive is formatted to HMG Infosec 5 'baseline' at a minimum, 'Enhanced' is preferred following the recommendations given at:

<https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage-media>

- . Written confirmation will be provided by the vendor that the drive has been formatted and confirmation of the machine that it came from.

In addition, if any hard drives are required to be replaced in a machine during the term of the contract then they will also be subject to the same controls around data.

6. Meter readings

- 6.1.1. The Supplier will accept meter readings by fax, by email, by phone or over the web or by any other agreed means.
- 6.1.2. The Supplier will accept automated meter readings direct from each networked product where this is permitted by the customer. The supplier will provide an automated solution for collecting meter readings.
- 6.1.3. If estimated meter readings are used, this must be clearly displayed in the service review document to enable identification and ensure that steps are put in place to obtain actual readings for the machine.

7. Training

Level 1 - Provide training by various methods on the solution (including but not limited to, group, 1-2-1, wall charts, instructional PDFs made available). A number of users are already familiar with the Safecom solution, but some users will require familiarity training and on-site help during the rollout to ensure that normal business is not affected unduly by this. Some users will also require specialist assistance. It is anticipated that floor walkers would be on site during rollout into corporate offices to assist, troubleshoot and ensure a pain free transition.

Level 2 - Additional service training will also be required for local administration staff in main buildings in order for them to be able to perform intermediate tasks such as clearing paper jams, replacing consumables and ordering service parts and toner. Service training is required to a level where Cheshire East on-site personnel can field simpler service tasks over and above a user to enable a machine to be brought back into service in the shortest amount of time possible and also avoid downtime for simpler jobs that would otherwise require an engineer visit and a machine being unavailable in the meantime,

Level 3 - Additional hardware/machine firmware training will be required for the technical ICT Strategy team to fully understand and set the configuration of the machines, to understand how they are set up, to understand how meter readings are collected and fed back to the vendor and other technical aspects of the solution.

8. Implementation Timetable

It is expected that the vendor will work with Cheshire East on a rollout plan and timescales, a qualitative question has been included within the response document for bidders to provide a proposed high level implementation plan to instigate the process. There are a small number of machines that require expedited replacement, which the vendor will be asked to attend to as a matter of urgency.

9. Pilot

Before contracts are formally exchanged, the successful vendor will be required to provide one of their proposed standard colour floor standing machines configured with the hardware that Cheshire East require which must include trays/ADF/card reader and anything else required to bring the machine up to the specification given in this document. This will be delivered to our Delamere House site in the same manner as if it were a machine for the actual rollout as Cheshire East wish to observe that delivery to understand it and what it entails.

Cheshire East will then apply a suitable license to the machine to allow Safecom to function.

It is envisaged that the pilot will take five days to complete. For at least the first two days Cheshire East will require an engineer with suitable experience to properly support the machine and support Safecom to be on-site to work with Cheshire East to configure the machine, especially around the scan2email and Kofax functionality along with the software to enable those tests to be successfully completed. Cheshire East will also be testing the card authentication release system, confirming that it works with the existing door access system given in this specification and that the method for binding a card to a user to access the machine is quick and easy to accomplish and not at all onerous.

Testing will then be performed on the machine to ensure that all the required aspects in this specification can be performed, including printing single/double sided/scanning to email/Kofax integration.

At the completion of a successful pilot the Council would then expect the successful vendor to review findings along with Cheshire East to feed that back into the rollout process.

10. Exit Management and Transition Plan

The Council will work with the vendor to agree an exit plan in the final year of the contract, this plan will come into effect 3 months prior to contract end to ensure a smooth and efficient transition.