

## Renewal of Print Room Printers and Software

**Summary:** In April 2016 the council procured printers and associated software through the Crown Commercial Services Framework 3781 Lot 2. Xerox was awarded the contract and it was agreed by Cabinet that a 5-year contract would be signed and the current contract ends May 2021.

This report is seeking approval of a new lease and maintenance contract with Xerox by direct appointment through the Crown Commercial Services Framework 3781 Lot 2 for the period to December 2024.

**Options considered:** The alternative options available to the council is to extend the current contract, for 2 years, at existing costs or enter into 5-year contract following a full procurement process.

**Conclusions:** The proposed new lease through the Crown Commercial Services Framework is the best value for money option to provide the hardware and software to provide the reprographic services required by the council.

**Recommendations:** **It is recommended that Cabinet approve:**  
  
**The agreement of a new lease and maintenance contract through the Crown Commercial Services Framework 3781 Lot 2 with Xerox for the period to December 2024 as set out in the report.**

**Reasons for Recommendations:** To provide value for money provision of in-house reprographic services across the council.

|  |                         |
|--|-------------------------|
| Cabinet Member(s)<br>Cllr Lucy Shires  | Ward(s) affected<br>All |
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### 1. Introduction

#### 1.1 Current Provision

The Council currently leases 2 print machines for our printing and copying needs, the Xerox D110 and C60. Both the Xerox D110 and C60 has an integrated scanner.

These machines use the Xerox Freeflow “Makeready” software which processes and sends print requests from the print room’s PCs or scanners.

The D110 is a black and white printer, the C60 is a full colour high volume printer. All can print SRA3, A3 or A4, the D110 and C60 can produce A4 or A5 booklets. Each machine provides some level of backup to the other machine to provide for times when a specific printer is broken or to ensure the most efficient and cost effective print run.

More information on the specifics of each machine and the backup they can provide each other is attached at Appendix 1.

The two printers have allowed a good printing service which has met the council’s needs this has also shown by the recent Print Room Satisfaction Survey results. Appendix 2 shows the usage on each printer and the average amount of copies over a 5-year period. The average amount of combined prints on the 2 machines equals 930,459 copies per annum.

The last procurement for a print equipment and software contract was carried out in April 2016 and used the Crown Commercial Services Framework RM1599. The RM1599 framework had 5 suppliers, all 5 were invited to tender, but only 3 suppliers tendered for the specification of the equipment and software required. The suppliers were asked to tender on a 5-year contract. The framework allows for an extension of a further 2 years after the initial term. Xerox was awarded the contract and it was agreed by Cabinet that a 5-year contract would be signed and the current contract ends May 2021.

## 1.2 Identifying current and future print requirements

The Reprographics Service carries out ad hoc Print Room Satisfaction Surveys, the most recent of which was cut short by the Lockdown restrictions imposed in March 2020. However, analysis of the responses received shows that customers are happy with the turn around and quality of prints.

In preparation for the ending of the printer contract, Heads of Service and the wider Extended Managers Group would normally have been asked to provide details of current and future requirements, but with Covid-19 this has not been done. To inform the understanding of future print requirements across the Council an analysis of the types and volumes of work undertaken this year and in previous years by the Reprographics Service was undertaken. This showed:

- A year on year increase in the amount of good quality full colour printing required of various sizes including large prints on boards.
- Requirement for printing from digital formats.
- Scanning Paper copies to PDF’s remains an ongoing requirement. Need for form production is reducing.
- Number of large volume print runs has decreased.
- Number of small volume print runs remains consistent.
- Innovative requirements for print remain at consistent levels overall with variations each year in the amounts of different print requests— i.e. printing on envelopes, printing of double sided colour folders, water proof signage for outdoor use. Consecutive numbering for pads and tickets. It is noted the need for waterproof printed materials increased as a result of Covid-19.
- The “Makeready” software has become increasingly important in

meeting the Council's print requirements as it is both time saving and flexible enough to manage all the variations of print requests.

- The complexity of some print requests is consistent and many need extensive preparation by the Reprographics Service before they can be printed.
- Legal printing (especially court and appeal paperwork) which has to be printed quickly and with 100% accuracy remains an ongoing requirements.

Appendix 3 shows the breakdown of printing produced across all departments in 2019/20 by cost code as a percentage of all internal printing. To start the soft marketing testing process, Xerox was approached to understand their current offer of printers. As part of this, Xerox has looked at current volumes and equipment and come up with a proposal which can meet the Council's current and future needs through agreeing a new contract which starts prior to the end of the existing contract.

The new contract will run for up to 48-month contract which ends December 2024 and will:

- Replace the current colour printer C60 with a newer colour device
- C9070 with all the additional features and functionality of the current colour printer.
- Keep the mono printer D110 as the life expectancy of the D110 is very good and the current and predicted future use remains within the printer's life expectancy and for a period of several years beyond the Council's use of the printer.
- Maintain and keep the Make Ready and Freeflow software.
- Provision of new Fiery processor and software for the C70 colour printer (as new printer does not use the Freeflow processor and software but is still compatible with the Make Ready software).
- No minimum click charge (so per print charges reflect actual volumes of print on each machine)

Retaining the Make Ready and Freeflow software and the mono printer and replacing the colour printer allows for the same capability and capacity and allows to make a saving of £2,317 annually until the end of December 2024. It is not recommended that the print equipment is purchased rather than leased due to the volume of printing they will produce and the range of stocks of paper and card which will be printed which does make the machines more prone to mechanical faults. To ensure the efficiency of the Reprographics Service and to ensure work can be produced to tight deadlines, it is imperative that the printers are supported by an effective maintenance service which ensures that engineers can be on site the same day or within 24 hours and spare parts delivered within 24 hours. Leasing provides a rental and maintenance contract in a cost effective package and the other advantage over purchasing is that if a printer has regular breakdowns the lease enables that printer to be replaced.

## **2. Options**

If the Council chooses not to accept this proposal to make a direct award through the Crown Commercial Framework, it will need to either extend the current contract at current costs and equipment for a further two years or procure a new 5-year contract.

The option of extending the existing contract has not been recommended as it does not offer the savings that a direct award through the Crown Commercial Framework does.

The option of to undertake a full procurement process is not recommended as the Crown Commercial Framework offers a simplified cost effective procurement process and reduces staff time in the procurement process that will deliver value for money. Additionally, under the current Covid-19 pandemic staff time is focussed on supporting our local efforts to support businesses and communities through these unprecedented times and therefore the additional staff time required to attend trade fairs and to research the market at this time is not considered to be best use of their time.

The Crown Commercial Framework, does allow for a direct award so the Council can enter into a new 4-year contract with the provider of the Council's choice. This option is recommended as it offers the savings identified and provides the printers and software required. Agreeing a new contract to provide a new colour printer provides savings as the black and white printer is not replaced and is essentially provided on a peppercorn rental. It also allows another review of the Council's requirements in four years at which the outcome of consideration of Norfolk Devolution options may be known.

#### **4. Financial and Resource Implications**

- 4.1 The budget is set to cover the cost of the 5-year contract ending May 2021 the recommended option will provide an annual saving as detailed above.

#### **5. Legal Implications**

- 5.1 There are no legal implications arising from the direct award under the Crown Commercial Framework.

#### **6. Risks**

- 6.1 The current contract was procured using the Crown Commercial Framework (CCF) and mini competition. The framework allows for the contract to be extended. The proposal is for a new contract using the option of direct appointment through the same framework, the Council is able to establish value for money by comparison with the current contract costs and other providers on the CCF.

It should be noted, that at the end of the proposed new contract, a new procurement will be required of printers and software.

#### **7. Sustainability**

- 7.1 This report does not in itself increase any issues in respect of sustainability. The councils program of digital by design will encourage wider use of digital contact channels and will impact on the councils use of paper going forward.

#### **8. Recommendations**

**It is recommended that cabinet approve:**

1. **The agreement of a new lease and maintenance contract through the Crown Commercial Services Framework 3781 Lot 2 with Xerox for the period to December 2024 as set out in the report.**

The Xerox D110 is for general copying and production of documents and booklets. The Xerox D110 produces 110 A4 copies per minute at 600dpi. The D110 has an online booklet maker attached for producing booklets. This machine can print A3 and A4 papers. The scanning facility on the D110 is also used for converting paper documents to electronic documents.

The Xerox C60 is a full colour printer printing 60 A4 pages per minute, it can print A4, A3 and oversized A3 for the production of complex leaflet design. The scanning facility on the C60 is also used for converting paper documents to electronic documents.

The integrated scanners that are attached to the 2 printers and Freeflow “Makeready” software is used to merge all documents together, whether they have been scanned or sent through the network. The Freeflow software is also used to place as many images on a sheet as possible when printing in full colour on the colour printer to reduce print costs. This program has many more features but its main use is to send jobs to the Print Room’s printers.

All machines are able to provide a level of backup to each other, but this is limited due to the fact that the:

- Xerox D110 can only print black
- Xerox C60 is a full colour printer has the facility to produce black and white printing. The C60 requires further back up by the support using the Council’s Multi-Functional Devices (MFD’s) The MFDs are only suitable as back up on an emergency basis as they are significantly slower and only able to print on certain A4 and A3 stocks. As the C60 produces more complex jobs using a variety of oversized papers.

### **1 Black/White Printer**

| <b>2015/16</b> | <b>2016/17</b> | <b>2017/18</b> | <b>2018/19</b> | <b>2019/20</b> |
|----------------|----------------|----------------|----------------|----------------|
| 489,044        | 631,611        | 567,984        | 489,583        | 489,166        |

### **2 Colour Printer**

| <b>2015/16</b> | <b>2016/17</b> | <b>2017/18</b> | <b>2018/19</b> | <b>2019/20</b> |
|----------------|----------------|----------------|----------------|----------------|
| 258,627        | 309,814        | 429,335        | 492,245        | 494,889        |

### **3 Highlight Printer**

| <b>2015/16</b> | <b>2016/17</b> | <b>2017/18</b> | <b>2018/19</b> | <b>2019/20</b> |
|----------------|----------------|----------------|----------------|----------------|
| 811,384        | 190,638        | 0              | 0              | 0              |

| <b>Department</b>          | <b>%</b> |
|----------------------------|----------|
| Development                | 7.77     |
| Planning Policy            | 0.47     |
| Planning Policy Local Plan | 12.42    |
| Conservation & Landscaping | 0.47     |
| Licensing Plus             | 0.78     |
| Building Control           | 0.49     |
| Head of Planning           | 0.94     |
| Environmental Protection   | 4.50     |
| Dog Control                | 0.27     |
| Environmental Contracts    | 1.42     |
| Business Rates             | 0.83     |
| Council Tax Admin          | 8.66     |
| Benefits Administration    | 5.64     |
| Customer Services          | 4.70     |
| Personnel Services         | 1.98     |
| Communications             | 0.56     |
| Property Services          | 2.91     |
| Accountancy                | 1.72     |
| Creditors                  | 3.40     |
| Other Parks & Open Spaces  | 0.47     |
| Arts                       | 0.47     |
| Holt Country Park          | 1.86     |
| Leisure                    | 2.06     |
| Business Growth            | 1.43     |
| Housing                    | 1.45     |
| Electoral Registration     | 0.49     |
| Election Expenses          | 6.27     |
| Health & Communities       | 1.83     |
| Corporate Leadership       | 9.14     |
| Members                    | 8.68     |
| Coastal                    | 3.47     |
| Legal                      | 2.31     |
| Emergency Planning         | 0.41     |
| Legal Services             | 2.90     |