

KCS[®]

USER GUIDE

NATIONAL FRAMEWORK

SUPPLY OF MULTI-FUNCTIONAL DEVICES AND DOCUMENT SOLUTIONS,
DIGITAL DUPLICATORS, PRINT ROOM EQUIPMENT & MANAGED PRINT
SERVICES

Ref: Y17035

LET'S KEEP THE CONVERSATION GOING...



Phone
01622 236690



Email
psframeworks@csltd.org.uk



Online
kcs4ps.co.uk

Central
Buying
Consortium

The logo for Central Buying Consortium, featuring a stylized 'CB' monogram.

KCS[®]

CONTENTS

1	Introduction	3	▶
2	Framework Summary	3	▶
3	Using the Framework	7	▶
4	Awarded Suppliers and Scoring	9	▶
5	Supplier Contact Details	10	▶
6	Terms and Conditions	11	▶
7	Service Level Agreement	11	▶
8	Escalation Process	11	▶
9	APPENDIX A Framework Weightings	12	▶
10	APPENDIX B OJEU Notices	12	▶
11	APPENDIX C Customer Access Agreement	13	▶
12	APPENDIX D Monitoring Form	14	▶
13	APPENDIX E GDPR	15	▶



1 INTRODUCTION

KCS Professional Services, on behalf of Central Buying Consortium (CBC), lead on the national framework for the supply of Multi-functional Devices (MFDs) and Document Solutions, Digital Duplicators, Print Room Equipment and Managed Print Services (MPS).

The framework, available nationally, is OJEU-compliant in accordance with Public Contract Regulations 2015 and can be accessed by any public sector organisation, including educational establishments, colleges, universities, police, ambulance & fire services, local government, housing associations, NHS & NHS trusts and charities.

2 FRAMEWORK SUMMARY

THE FRAMEWORK IS MADE UP OF FIVE LOTS COVERING ALL YOUR PRINTING AND DOCUMENT SOLUTION REQUIREMENTS:

LOT 1 – Lease and Purchase of New MFDs and Document Solutions

LOT 1 covers the provision of MFDs, to include both A4 & A4/A3 networked and standalone photocopiers, printers and wide format printers, all with cost per copy (CPC) maintenance, and the provision of document solutions. Equipment in this LOT may be procured as a direct purchase or via lease agreement. Lease agreements are available on either a 3, 4 or 5 year basis.

Service and maintenance is provided on a CPC basis, which includes service, maintenance, staples and toner. Average response time for service is 4 hours and operates between 08.00–17.30 Monday to Friday. Enhanced service and maintenance options are available with agreement of the Supplier.

This LOT also covers the provision of associated items such as print management software, print audits, project management services and IT support services.

KCS offer free advice and will provide a quotation across the four brands awarded to the framework:

- ▶ **Sharp Business Systems UK PLC**
- ▶ **Konica Minolta Business Solutions (UK) Ltd**
- ▶ **Annodata Limited (Kyocera)**
- ▶ **Ricoh UK Ltd**

You can also request a visit from our team of advisors and/or the Supplier. To obtain a quote or seek advice contact us by phone **01622 236690** or email psframeworks@csltd.org.uk

LOT 2 – Lease & Purchase of Remanufactured MFDs and Document Solutions

LOT 2 covers the provision of remanufactured MFDs, to include A4 & A4/A3 networked and standalone photocopiers, with CPC maintenance and the provision of document solutions (full managed print services will be covered under LOT 5). Equipment in this LOT may be procured as a direct purchase or via lease agreement and is expected to perform to the same standard as new equipment. Reconditioned machines will not be accepted.

FOR THE PURPOSES OF THIS AGREEMENT THE DEFINITION OF REMANUFACTURED SHALL BE:

The Centre for Remanufacturing and Reuse (CRR) has announced that the British Standards Institution (BSI) has published a new standard for consultation. The standard, **BS 8887-2 Design for manufacture, assembly, disassembly and end-of-life processing (MADE) Part 2: Terms and definitions**, includes a definition for remanufacturing. The inclusion of the remanufacturing definition in a nationally recognised standard is the first step in enabling remanufacturing to be recognised as a viable option for reducing both the environmental

impact and the overall cost of products. The definition aims to remove any ambiguity surrounding the term remanufacturing, which has previously caused some confusion both to industry and to end users. Remanufacturing has been defined in BS 8887-2 as a process “returning a used product to at least its original performance with a warranty that is equivalent to or better than that of the newly manufactured product”. This definition ensures that a remanufactured product has the same performance specifications as a new product and is important in enabling a purchaser to buy a remanufactured product with confidence. This new draft standard falls under the family of standards BS 8887. These standards are aimed at designers of new products and, by explicitly defining remanufacturing, designers who subscribe to this standard will now begin to analyse whether remanufacturing is suitable for their product. Ultimately this should lead to an increase in the number of products which are suitable for remanufacturing. The standard also defines other terms important in the sustainability sector, such as recondition, repair and repurpose.

In addition to the standard manufacturer’s warranty, maintenance options must be available for all products.

Pricing is available from KCS by phone 01622 236690 or email psframeworks@cs ltd.org.uk

► **Ricoh UK Ltd**

LOT 3 – Digital Duplicators

LOT 3 covers the provision of lease/outright purchase wet ink based digital duplicators/copy printers, maintenance and related consumables.

Unless otherwise stated, the costs of providing all specified requirements will be inclusive within the capital equipment costs.

In addition to the standard manufacturer’s warranty, maintenance options must be available for all products when required.

Pricing is available from KCS by phone 01622 236690 or email psframeworks@cs ltd.org.uk

► **Ricoh UK Ltd**

LOT 4 – Print Room

LOT 4 covers the provision of lease/outright purchase and CPC maintenance of high volume print room equipment/MFDs, including sundry equipment but not limited to offline booklet makers, guillotines and other associated equipment.

Purchases made under this LOT may be subject to further competition. Please see Section 3 - Using The Framework.

Where third party partners to the Supplier(s) fulfil service or associated equipment, KPIs may be amended in agreement with the Customer or through further competition.

Only brand new equipment is offered on this LOT within the framework.

KCS offer free advice and will provide a quotation across the three brands awarded to the framework:

- **Sharp Business Systems UK PLC**
- **Konica Minolta Business Solutions (UK) Ltd**
- **Ricoh UK Ltd**

You can also request a visit from our team of specialists and/or the Supplier. To obtain a quote or seek advice contact us by phone 01622 236690 or email psframeworks@cs ltd.org.uk

LOT 5 – Managed Print Service (MPS)

LOT 5 covers the provision of a MPS that controls the Customer's printing devices, consolidating charges and driving savings through better efficiencies and document workflow.

Suppliers tendering for this LOT should be able to provide a full range of hardware, from desktop printers to high volume MFDs and reprographics equipment, as well as a full range of software options that can be tailored to meet the Customer's requirement to improve efficiency and drive down the overall cost of their printing processes.

The supply of paper is not included in any LOT within this framework.

Suppliers will need to have the ability to take on third parties and multi-vendor fleet management.

The onus will be on the Customer to carry out a further competition to all the Suppliers awarded under this LOT. The Customer will determine the requirement, specification and award. Please refer to Section 3 – Using The Framework.

The information detailed within this LOT is the minimum (requirement) and the Customer may add further requirements specific to their needs.

It is expected that awarded Suppliers would be required by the Customer to undertake an audit prior to any deployment of equipment to confirm that the business needs of the tenderer will be met (unless an independent audit has already been conducted which the Customer is willing to share with the awarded Supplier).

The Supplier shall ensure at all times that the equipment proposed supports, controls and remains in line with the Customer's requirements set out at design and agreement stage.

The scope of the MPS requirement is to be discussed and agreed with the Customer but should include the following as a minimum:

AUDIT/ASSESSMENT STAGE

- An outline of the position if the situation remains the same
- A full list of the assets
- An analysis of the current devices, with the ratios by users and by floors
- A map of print volumes by devices
- Average toner and consumable costs
- Feedback on the assessment of document processes from the users
- Detailed recommendations on asset reduction, new requirements, movement, placement of assets, disposal of assets, any required training, potential savings and efficiency improvement
- Efficiency/waste reduction recommendations e.g. follow me printing, remote software, rules based printing
- Report on TUPE considerations

DESIGN/AGREEMENT

- Project managers/teams on both sides to be appointed and agreed (initial meeting to prepare for implementation stage)
- Recommendations of equipment to be agreed and tailored
- Evaluation processes to be agreed
- Software testing and implementation schedule to be agreed and signed off with failure penalties agreed
- Hardware testing and deployment schedule to be agreed and signed off with failure penalties agreed
- Schedule to be agreed for disposal or collection of current equipment
- Novation of contracts on current equipment which is being retained if applicable
- Agreement on how invoices are to be presented to the Customer and appointment of a dedicated account manager on both sides
- Agreement on any SLAs that might be required in addition to those included within this framework (including SLAs relating to print room equipment)
- Agreement on secure and rules-based printing processes and default settings
- Agreement on the delivery and disposal of consumables and spare parts and possible storage on site if requested

- Agreement on service notification e.g. dedicated helpdesk, remote notification
- Install, Move, Addition, Change and Disposal procedures to be agreed
- Change management processes to be agreed to ensure end users buy into the new arrangements and will be able to understand the need for change and use the new procedures to their full advantage
- TUPE processes to be agreed where required

IMPLEMENTATION

- Project managers/teams to hold regular meetings to ensure implementation of MPS solution to the schedule that has been agreed
- Orders for equipment to be placed with the Supplier
- Delivery of hardware and software to schedule as agreed
- Removal of existing equipment to be implemented where necessary and any settlements paid
- Regular meetings to be held between Supplier and Customer at which management information is to be presented by the Supplier to demonstrate the amount of savings that have been made, and to discuss ways of improving efficiencies and increasing savings in the future
- Ongoing training of staff on both software and hardware
- Continuous monitoring and maintenance of equipment to minimise down-time
- TUPE implementation

MANAGEMENT

- Processes controlled effectively
- Contract management provided quarterly and to include service reports to ensure that the service level agreement is adhered to
- Provide billing to the standard required by the end user, the service on this to be monitored as part of the contract management
- Asset management

COSTINGS

A variety of pricing models are to be available to the End User, such as CPC (with committed volumes), CPC (without committed volumes), CPC plus lease, cost per device and cost per seat. It is envisaged that the pricing model will be determined by the End User. For the purposes of the framework scoring we will be using the pricing models as detailed in the separate pricing schedule.

- ▶ **Sharp Business Systems UK PLC**
- ▶ **Ricoh UK Ltd**
- ▶ **Konica Minolta Business Solution (UK) Ltd**
- ▶ **Annodata Limited (Kyocera)**

3 USING THE FRAMEWORK

INDIVIDUAL CONTRACT AWARD

When selecting Suppliers under this agreement Customers will select a Supplier based on the Most Economically Advantageous Tender. This is the result of a process as determined by the individual Customer of declaring value from all products/services covered by the agreement.

METHODS PERMISSIBLE UNDER THIS AGREEMENT:

1 – Direct Award/Call Off

Ability to meet the need as determined by the Customer by means of selecting the most appropriate Supplier based on one of the following criteria (not in any particular order):

- Ability to supply the required quantity
- Product or service required is unique/exclusive to one Supplier
- Continuity of existing services or goods
- Current architecture
- Customer's own procurement policy value threshold

While proceeding with a direct award option is fully compliant, the decision of whether this is the best value option for you is very much down to your own internal processes & procedures. As long as you and your internal organisation are happy with the choice and reasons behind it then it is a compliant option for you. Best value is not just based on price. For example if you have an existing relationship with a Supplier on the framework and they are set up on your internal systems and have a full understanding of your requirements, this could be of significant value to you as you do not have to go through the process of setting up another Supplier and starting a new relationship. There is also a cost to consider in conducting a further competition.

2 – Further Competition or Mini Tender

A competition with the capable Suppliers in the specific LOT in the agreement from time to time to determine the most appropriate supplier for a defined period of time or project.

In order to adhere to 'The Public Contracts Regulations 2015' when re-opening competition under this agreement the Customer should follow the steps below:

1. The Customer must invite all Suppliers on the framework who are deemed capable of delivering the particular requirement
2. The Customer shall be responsible for formulating a specification/product brief containing full details of the work/products required
3. The Customer will send the specification/product brief to all Suppliers quoting the framework agreement reference number (this could be in writing, via post, through the Customer's own electronic tendering suite) inviting the Supplier to submit a tender. A time limit should be set for the submission of fully completed tender responses
4. Responses received must be kept in a secure place, unopened, until the designated closing date and time for final submissions has passed. Responses received after the specified date and time should be rejected unless the tenderer can provide evidence that the response was submitted prior to closing date and time
5. The submitted response shall be evaluated in accordance with the criteria stated in the original specification/product brief. The headline criteria used must be the same as the headline criteria used for the original agreement or part thereof, but the Customer may change the weightings and add their own sub-criteria to apply
6. Once the Customer has determined from their evaluation of submissions the most Economically Advantageous Tender they shall inform the winning tenderer in writing

Should the requirement be significant and/or over the current OJEU threshold, the Customer should also advise the unsuccessful tenderers of the outcome of the process. This letter should include the tenderers score and the positive/negative points of the tenderers response.

In any event the contracting authority takes no responsibility for the chosen contracting method of any Customer. The headline criteria to be used at mini-tender/further competition stage shall be a combination of the following;

TABLE 2 – Stage 2	
Assessment Criteria	100% Weighting
Quality of service/added value	40
Ability to meet the requirement (presentation/scenario)	30
Cost	30

Quotations

Our team of advisors can provide you with a free quotation based on your requirements, across the four Suppliers on the framework.

Contact us for advice or a quotation:

Phone: 01622 236690

Email: psframeworks@cs ltd.org.uk

Visits

You may request a visit from our team to run through your requirements and gain advice before deciding on the Supplier and equipment you wish to purchase. You may also request a visit from the Supplier account manager should you prefer.

Contact us:

Phone: 01622 236690

Email: psframeworks@cs ltd.org.uk

Stuart Whitehead

Senior Business Development Executive

Mobile: 07736 600015

Alison Ponter

Business Development Executive

Mobile: 07702 444524

Placing Your Order

You will receive a contract form from either the Supplier account manager or **KCS**. Simply complete this form, ensure it's signed by your authorised signatory and return via:

Email: psframeworks@cs ltd.org.uk

Phone: 01622 236690

Fax: 0808 178 9867

Account Management and Contract Support

We have a team of dedicated advisors available weekdays between 08.30–17.00. If you would like to discuss the framework, need customer support or would like a quotation please contact us:

Phone: 01622 236690

Email: psframeworks@cs ltd.org.uk

Further Competition

We can offer you support with your procurement, should you wish to undertake a further competition/mini tender under this framework, we can manage the process for you. Alternatively you can use our Further Competition/ Mini Tender Template, located on our website www.kcs4ps.co.uk/mini-tender

We are also happy to review your documentation should you require this. For further information contact us:

Phone: 01622 236690

Email: psframeworks@cs ltd.org.uk

CONTACTS FOR SERVICE OR QUERIES

SERVICE OR TONER

To arrange a service call, in the first instance call the service line for the relevant Supplier. Contact numbers are listed on our website www.kcs4ps.co.uk/products-service

TRAINING

All our Suppliers offer basic training at the time of install. Advanced or extra training packages are available. For full details speak to either your account manager or our team of advisors.

Framework Team

Phone: **01622 236690**

Email: psframeworks@cs ltd.org.uk

4 AWARDED SUPPLIERS AND SCORING

The following tables set out the scores awarded to each Supplier under each LOT:

LOT 1 – MFDs & Document Solutions

Awarded Suppliers	Generic Score	LOT 1 Score	Total Score
Sharp Business Systems UK PLC	422.50	428.00	850.50
Konica Minolta Business solutions (UK) Ltd	348.00	376.80	724.80
Annodata Limited (Kyocera)	292.00	430.00	722.00
Ricoh UK Ltd	325.50	383.40	708.90

LOT 2 – Remanufactured MFDs & Document Solutions

Awarded Suppliers	Generic Score	LOT 2 Score	Total Score
Ricoh UK Ltd	325.50	428.00	753.50

LOT 3 – Digital Duplicators / Copy-printers

Awarded Suppliers	Generic Score	LOT 3 Score	Total Score
Ricoh UK Ltd	325.50	450.00	775.50

LOT 4 – Print Room Equipment

Awarded Suppliers	Generic Score	LOT 4 Score	Total Score
Sharp Business Systems UK PLC	422.50	416.30	838.80
Konica Minolta Business solutions (UK) Ltd	348.00	406.90	754.90
Ricoh UK Ltd	325.50	427.50	753.00

LOT 5 – Managed Print Service (MPS)

Awarded Suppliers	Generic Score	LOT 5 Score	Total Score
Sharp Business Systems UK PLC	422.50	244.70	667.20
Ricoh UK LTD	325.50	336.90	662.40
Konica Minolta Business Solutions (UK) Ltd	348.00	202.30	550.30
Annodata Limited (Kyocera)	292.00	174.20	466.20

5 SUPPLIER CONTACT DETAILS

**ANNODATA LTD**

John Barron

Sales Manager Home Counties & Education

Tel: **07775 705 669**Email: john.barron@annodata.co.uk**KONICA MINOLTA BUSINESS SOLUTIONS UK LTD**

Andy Haynes

Business Development Manager Public Sector

Tel: **07814 866254**Email: andy.haynes@konicaminolta.co.uk**RICOH UK LTD**

Aidan Kerrigan

National Accounts Director

Tel: **07714 678500**Email: aidan.kerrigan@ricoh.co.uk**SHARP BUSINESS SYSTEMS UK PLC**

David Harrison

National Accounts Manager

Tel: **0780 847 9138**Email: davidharrison@sharpbusiness.com

6 TERMS AND CONDITIONS

To see our full terms and conditions visit our website www.kcs4ps.co.uk or to receive a copy please phone **01622 236690**.

7 SERVICE LEVEL AGREEMENT

Deliveries are FOC and made within 15 working days of receipt of a correct order.

All service engineers are fully trained and qualified by the relevant manufacturer and will attend site on a response time average of 4 hours. For the latest response time information visit our website www.kcs4ps.co.uk.

The average machine uptime is 97-98%. Should you experience issues with your device call our team who will escalate this for you.

We hold quarterly meetings with all Suppliers to review service, ensuring that SLAs are being adhered to and that Customers continue to receive the best possible service.

Phone: 01622 236690

Email: psframeworks@cs ltd.org.uk

8 ESCALATION PROCESS

DELIVERY/CONTRACTUAL ISSUES/QUERY ESCALATION

If you are unable to resolve an issue with the Supplier, please contact the framework team or contract manager at KCS, who will be happy to help:

Framework Team/Customer Support & Invoice Queries

Phone: 01622 236690

Email: psframeworks@cs ltd.org.uk

Contract Manager

Phone: 01622 236690

Email: julie.cripps@cs ltd.org.uk

9 APPENDIX A: FRAMEWORK WEIGHTINGS

The following tables detail the assessment criteria and weightings:

Table Two – Stage 2	
Assessment Criteria	% Weighting
Generic questions	55

THE FOLLOWING TABLES DETAIL THE INDIVIDUAL LOT SPECIFIC QUESTIONS AND COST ANALYSIS AND THEIR WEIGHTING:

LOT 1 – SPECIFIC ASSESSMENT

Lease & Purchased MFD and Document Solutions	
Assessment Criteria	% Weighting
Price	40
LOT specific questions	5

LOT 2 – SPECIFIC ASSESSMENT

Lease & Purchased Remanufactured MFD	
Assessment Criteria	% Weighting
Price	40
LOT specific questions	5

LOT 3 – SPECIFIC ASSESSMENT

Digital Duplicators	
Assessment Criteria	% Weighting
Price	45

LOT 4 – SPECIFIC ASSESSMENT

Print Room	
Assessment Criteria	% Weighting
Price	40
LOT specific questions	5

LOT 5 – SPECIFIC ASSESSMENT

Managed Print Service	
Assessment Criteria	% Weighting
Price	30
LOT specific questions	15

10 APPENDIX B: OJEU NOTICES & CONTRACT AWARD NOTICES

For OJEU information please visit our website www.kcs4ps.co.uk/ojeu-notice

Phone: 01622 236690

Email: psframeworks@cs ltd.org.uk

11 APPENDIX C

CUSTOMER ACCESS AGREEMENT



CBC Framework Y17035 Multi-functional Devices (MFDs) and Document Solutions, Digital Duplicators, Print Room Equipment and Managed Print Services (MPS)

TO BE COMPLETED BY THE CUSTOMER

Before conducting any activity under this CBC framework, please complete this form and return it (by email or post) to KCS via Commercial Services, on behalf of CBC

AGREEMENT: I confirm that the organisation detailed below intends to participate in the above-mentioned CBC Framework Agreement, and that in doing so will act in accordance with the guidance, instructions and contractual requirements as provided by the CBC Lead Authority and in accordance with the Public Contracts Regulations 2015.

Signature	
Date	
Printed name of person signing this form	
Position	
Name of authority, council, etc.	
Address	
Telephone	
Email address	
Product(s)/Service(s) of interest	
Estimated value	

PLEASE RETURN THE FORM VIA POST:



Julie Cripps, Contract Manager
KCS, 1 Abbey Wood Road, Kings Hill, West Malling, Kent, ME19 4YT.

Or scan and email julie.cripps@cs ltd.org.uk cc. freddie.law@cs ltd.org.uk

CBC LEAD ACKNOWLEDGMENT of accessibility (to be completed by CBC lead):

Name:		Position:	
Signature:		Date:	

Please tick if you would be interested in receiving information on our other frameworks:

Energy Recruitment Software IT/AV Managed Services
Vehicle Services Furniture Not Interested

12 APPENDIX D



MONITORING FORM

Supply of Multi-functional Devices (MFDs) and Document Solutions (LOT 1), Remanufactured Equipment (LOT 2), Digital Duplicators (LOT 3), Print Room Equipment (LOT 4) and Managed Print Service (MPS) (LOT 5)	
Name and address of organisation purchasing products/services	
Name of awarded Supplier	
Date of purchase/contract	
Items leased/purchased and LOT used	
Total/estimated value of order/contract	£
Please give brief details of your experience using the Framework Agreement	

Please e-mail the above form to julie.cripps@csLtd.org.uk

Please tick if you would be interested in receiving information on our other frameworks:

Energy Recruitment Software IT/AV Managed Services
 Vehicle Services Furniture Not Interested

www.kcs4ps.co.uk

Email: psframeworks@csLtd.org.uk



We are committed to protecting your privacy.

We take your privacy seriously and will only use any personal information that we collect from you, or that you provide, relating to the products and services you have requested from us, or whereby you make an enquiry about our products or services.

For more information on our Privacy Notice go to the following link:

www.commercialservices.org.uk/privacy.asp

To see the Privacy Notices of our trusted third party suppliers please visit their individual websites.

As the Contracting Authority for Framework (Y17035 Multi-functional Devices and Document Solutions, Digital Duplicators, print room Equipment and Managed Print Services) we have contacted all the framework suppliers and, where appropriate, we have issued contract amendment clauses to reflect changes in data protection legislation relating to GDPR.

However, we recommend that any Framework Users/Member Authorities should complete their own due diligence to ensure the Suppliers they are purchasing from can provide 'sufficient guarantees' that the requirements of GDPR will be met and the rights of data subjects protected.

WE'VE GOT YOU COVERED



EXPERIENCE
MORE WITH KCS

KCS[®]

FRAMEWORKS

We work with the Central Buying Consortium (CBC) to offer fully OJEU-compliant, simple-to-use frameworks with full, free procurement support, ensuring you can operate with complete peace of mind.

Our free, impartial advice will save you time and money, and with over 20 years of experience we'll ensure you have everything you need and are able to make the best decisions for your organisation.

We look forward to working together. Thanks for choosing KCS as your trusted partner.

WHY CHOOSE KCS?

- ✓ **Market-leading frameworks**
- ✓ **Complete peace of mind**
- ✓ **Continued support for the life of your framework**
- ✓ **All frameworks are OJEU-compliant and adhere to government guidelines**
- ✓ **Full tender process already completed**
- ✓ **All our suppliers are fully approved**
- ✓ **Complete print solutions**

“

We can support and guide you through your purchase, offering security and peace of mind”

Tarryn Kerr,
Head of Professional Services



Phone

01622 236690



Email

psframeworks@cs ltd.org.uk



Online

kcs4ps.co.uk

KCS[®]

YOUR TRUSTED PARTNER