



Quick Start Guide

working in partnership



Framework RM6174 Issue 1

Key facts...

Framework ref: RM6174

Start date: 13/09/2021

End date: 12/09/2025

FTS contract notice:
2021/S 000-008273

Collaboration:
CCS, ESPO & YPO



This framework
is available for
use nationally



Further Help or Questions?

ICT Team
0116 294 4008
ICT@espo.org

Quote reference Framework RM6174

We would like to hear your feedback on this framework and how you think we could improve it in the future.

Multifunctional Devices (MFDs), Print and Digital Workflow Software Services and Managed Print Service Provision

Framework scope

This framework provides customers with an easy route to lease or purchase a range of Multifunctional Devices (MFDs), managed print services, technical resources, digital workflow, cloud solutions for digital transition, as well as print consultancy services. The framework, which was developed collaboratively by ESPO, CCS and YPO is targeted at all public sector customers, from users with smaller requirements such as a single device to print, copy and scan, to users with larger requirements who have more complex requirements such as a fully outsourced managed print and content service.

Who can use this Framework?

The framework is available for use nationally by any public body in the UK including, but not limited to...

- Schools & Academies
- Local Authority Establishments
- Police & Emergency Services
- NHS & HSC Bodies
- Central Government Departments & their agencies
- Devolved Administrations
- Registered Charities

Benefits of using this Framework

- Pricing fixed for the duration of your contract.
- All-inclusive pricing to include toner, replacement parts and engineer call outs.
- Pre-agreed service levels for engineer call outs, machine up time and first-time fix.
- Pre-agreed terms and conditions to underpin all orders to provide peace of mind.
- Access to market leading suppliers.
- Access to the latest hardware, software and services in the market.
- Procurement routes to market include either Direct Award or Further Competition.
- Easy to use, this framework is compliant with UK procurement legislation – we've done the work, so there is no need for you to run a full procurement process.
- Access to specialist knowledge and advice on all aspects of the use of this framework

Lot 1 - MFDs, Print and Digital Workflow Software Services and Managed Print Service Provision (Available for direct award only)

Lot 1 is a single supplier arrangement offering a range of multifunctional print devices and basic print management software. These are available via a web-based portal:

<https://www.ricoh.co.uk/buy-online/crown-commercial-service>

which allows devices to be purchased or leased without the need for a further competition. Lot 1 has been awarded 100% on price through an e-auction to ensure that pricing remains low and competitive.

Lot 2 - MFDs, Print Management and/or Digital Workflow Software and Associated Services

Lot 2 can be used to: access MFDs (lease or purchase), including consumables, maintenance, and print management software. Also available is the design and implementation of digital workflow and/or cloud-based hosting solutions specific to your organisation's needs

Lot 3 - MFDs, Print Management and/or Digital Workflow Software under Managed Service Provision (Available for further competition only)

Under Lot 3 the supplier will support you to review your organisation's current printing and document workflow practices. This includes management of your fleet of devices, device replacement and exploring workflow solutions.

Lot 4 - Print Consultancy Service

Lot 4 provides independent audit and consultancy services; this includes the assessment and evaluation of your print and content management requirements. Suppliers can also advise on the use of software options and the benefits of using digital workflow solutions. This independent service aims to identify cost savings and efficiencies and is advised to be conducted prior to further competition.

Framework RM6174 - MFDs Issue 1

What else can ESPO help you with?

This is one of over 200 frameworks that ESPO has established. If you have found this one useful then here are some examples of others that may be of interest:

- **RM6068 – Technology Products & Associated Services (TEPAS)**
- **RM6103 – Education Technology**
- **390 – Document Management Solutions**

Full details of our framework offering are available on the ESPO website www.espo.org

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Suppliers

- **Air Copier Systems** - Awarded to **Lot 3**
- **Canon** - Awarded to **Lot 2, Lot 3**
- **Computacenter** - Awarded to **Lot 3**
- **EBM Office Centre** - Awarded to **Lot 3**
- **HP** - Awarded to **Lot 2 and Lot 3**
- **Konica Minolta** - Awarded to **Lot 2, Lot 3**
- **Kyocera** - Awarded to **Lot 2**
- **PUROSolutions** - Awarded to **Lot 4**
- **Ricoh** - Awarded to **Lot 1, Lot 2, Lot 3**
- **SCC** - Awarded to **Lot 2**
- **UK Print Audits** - Awarded to **Lot 4**
- **Vision** - Awarded to **Lot 2, Lot 3**
- **Xerox** - Awarded to **Lot 2, Lot 3**

This framework provides the user with a large number of suppliers to choose from and a full list with contact details can be found at Stage 3 of the 'Get Started' section on the ESPO website at the following link: [RM6174 Contact Details](#).

How to use this Framework

Complete the online Access and Confidentiality Agreement which can be found at Stage 2 of the 'Get Started' section on the ESPO website at the following link: [RM6174 Access & Confidentiality Agreement](#). A member of our team will then be in touch to understand more about your requirement and to supply you with the necessary information.

Option 1 – Direct Award (Available for Lot 1, Lot 2 and Lot 4 only)

Lot 1

You are able to direct award to Ricoh through their [online portal](#) or alternatively by email. Simply visit Ricoh's online portal to access the Lot 1 offering. Firstly, you will need to register for an account which is quick and easy to do. Once you have been set up, you will be able to view the products which are available to choose from. Lot 1 has been designed to be a quick way for customers to buy what they need within a few easy steps:

- select the device(s) which best suit your need
- choose the length of contract needed i.e., a 3, 4 or 5 year term
- decide how you would like to finance the agreement, outright purchase, finance, or operating lease depending on your organisation's needs.
- provide Ricoh with a purchase order

Lots 2 and 4

Given the complex and extensive nature of the pricing information available, ESPO recommends that you contact suppliers directly to obtain their pricing. Once the customer has identified the supplier who provides best value for money for their requirement, the customer can then go ahead and place an order directly with their chosen supplier.

Option 2 – Further Competition (Available for Lot 2, Lot 3 and Lot 4 only)

It is anticipated that a further competition will be required for those customers with more complex requirements or whose internal procurement regulations deem it a requirement. A further competition involves a customer inviting **all** of the suppliers awarded under their chosen Lot to participate. For example, if the customer chooses to use Lot 2, **all** nine suppliers listed should be invited to participate in the competition.

Customers running a further competition should request a quotation or a completed invitation to tender from suppliers allowing them a suitable period of time to respond, giving consideration to the complexity of their requirement.

If your requirement is under Lot 2 and is relatively straightforward, you could run a Request for Quotation (RfQ) exercise: inviting **all** of the Lot 2 suppliers to participate. ESPO has some RfQ guidance documents to assist you with this exercise, which can be found at Stage 3 of the 'Get Started' section on the ESPO website at the following link: [RM6174 RfQ Guidance Documents](#). Please note that this is a price only exercise and does not include non-price/quality criteria as a typical further competition would.

If your requirement is complex, it is recommended that you pre-engage with **all** of the suppliers awarded under your chosen Lot, before issuing your further competition. This is so that suppliers are aware of your requirement and are not submitting a 'blind bid'. This is also more likely to encourage suppliers to submit a bid to your further competition.

Please quote framework reference 'RM6174' on all correspondence with suppliers.

About this Framework

The RM6174 framework is a collaboration between ESPO, Crown Commercial Services (CCS), YPO who are working together for the benefit of the public sector.

The framework will be jointly managed by all parties and assistance in using the framework is always at hand from ESPO at the following email address: ICT@espo.org

