

Provision of Multi-functional Devices (MFDs)

UOG/15/364/ICT

Invitation to tender

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1. GLOSSARY

1.1 In this Competition Invitation the following words and phrases have the following meanings:

“University” means The University of Gloucestershire;

“Contract” agreement between the Supplier and the University to provide the required goods/services/works;

“Competition” means the process used to establish a Contract that facilitates the provision of a Multi-Functional Device (MFD) service.

“Invitation to tender” means this document and all related documents published by the University in relation to this Competition;

“Marking Scheme” as described in Appendix C Section 4;

“Minimum Total Score” means the minimum score that the Potential Provider must obtain in order to be awarded the Contract;

“Total Score Available” means the maximum potential score that can be awarded for a response to a question;

“Potential Provider” means an organisation that submits a Tender in response to the Invitation to tender;

“Supplier” means the Potential Provider with whom the University has concluded the Contract;

“Tender” means the Potential Provider’s formal offer in response to the Invitation to Tender;

“Tender Clarifications Deadline” means the time and date set out in paragraph 5.2 for the latest submission of clarification questions; and

“Tender Submission Deadline” means the time and date set out in paragraph 7.1 for the latest uploading of Tenders.

2. INTRODUCTION

2.1 This Invitation to tender relates to the Competition to award a 3 year Contract to a sole Supplier, with potential for a 2 year extension at the sole discretion of the University.

2.2 This Invitation to tender contains the information and instructions the Potential Provider needs to submit a Tender.

2.3 This Competition is being conducted as an open procedure as described by Regulation 27 of the Public Contracts Regulations 2015.

3. OVERVIEW OF INVITATION TO TENDER

3.1 The following appendices accompany this ITT:

3.1.1 Appendix A – Terms of the Competition

Sets out rights and obligations which apply to the Potential Provider and the University during this Competition.

3.1.2 Appendix B – Background information and Specification

Outlines background information relating to the University and details the specification for the required service.

3.1.3 Appendix C – Tender Questionnaire

A template containing questions which the Potential Provider is required to respond to.

3.1.4 Appendix D – Form of Tender

3.1.5 Appendix E – Tender Response Form

3.1.6 Appendix F - Working in Accordance with Corporate General Strategies and Policies

3.1.7 Appendix G – Contract Terms & Conditions

4. COMPETITION TIMETABLE

- 4.1 The timetable for this Competition is set out in the table below.
- 4.2 The University intends to hold to this schedule, but reserves the right to alter deadlines and key dates should circumstances dictate. The Potential Provider will be informed of changes to this timetable as necessary and will be consulted on any impact. Final determination of the schedule however remains the responsibility of the University.
- 4.3 All Tenders must be received by the University before the Tender Submission Deadline.

DATE	ACTIVITY
Friday 11/03/2016	Publication of the Competition Invitation
Friday 11/03/2016	Clarification period starts
Tuesday 22/03/2015	Site visit opportunity (10am Park Campus Reception) – see paragraph 5.6 below.
Thursday 24/03/2015	Site visit opportunity (10am Park Campus Reception) – see paragraph 5.6 below.
Monday 04/04/2016	Clarification period closes (“Tender Clarifications Deadline”)
Monday 11/04/2016	Deadline for submission tender submission (“Tender Submission Deadline”)
Friday 22/04/2016	Potential Provider shortlist published – the 3 highest scoring Potential Providers will form the shortlist.
Monday 25/04/2016 to Friday 06/05/2016	Shortlisted Potential Provider service and equipment reviewed. This will include a presentation by Potential Providers to the evaluation panel and stakeholders. This will not be an opportunity for Potential Providers to add new material to their proposals but an opportunity for the University to clarify that they have understood the offers from Potential Providers and that Potential Providers have understood the requirements of the University. The University will retain the right to adjust the initial evaluation marks accordingly following clarification.
Friday 13/05/2016	Contract awarded to successful Potential Provider
Tuesday 24/05/2016	End of contract standstill period
Monday 30/05/2016	Commence contract mobilisation

DATE	ACTIVITY
Friday 29 July 2016	All equipment installed, tested, signed off and working, and any transfer of asset ownership complete. All training onsite completed and full documentation for use provided

- 4.4 Tenders received on or after the Tender Submission Deadline may be rejected by the University to ensure that all Potential Providers are treated fairly. The decision whether to reject a Tender received after the Tender Submission Deadline is made entirely at the University's discretion.

5. QUESTIONS AND CLARIFICATIONS

- 5.1 Potential Providers may raise questions or seek clarification regarding any aspect of this Competition at any time prior to the Tender Clarification Deadline.
- 5.2 Any queries regarding the tender process, the proposed contract, or the specification should be made by e-mailing procurement@glos.ac.uk by **2.30pm on Monday 4 April 2016**.
- 5.3 To ensure that all Potential Providers have equal access to information regarding this Competition, the University will publish all its responses to questions raised by Potential Providers on an anonymous basis.
- 5.4 Responses will be published in a Questions and Answers document to all suppliers who expressed an interest and were subsequently invited to tender.
- 5.5 Following tender submission, the University may issue communications to the email address for the tender contact provided in Appendix C (Tender Questionnaire), therefore please ensure that this mailbox is reviewed on a regular basis.

Site Visit Opportunity

- 5.6 Potential Providers can make appointments for an accompanied site visit to Park Campus on either 10am Tuesday 22 March 2016 or 10am Thursday 24 March 2016 if they wish to view the University's working environment. It is anticipated that visits was last approximately 2 hours.

Please make appointments by e-mailing: procurement@glos.ac.uk

Notes of any questions asked and the responses will be circulated to all Potential Providers after the visit dates.

6. PRICE

Information relating to pricing can be found in Appendix C, question 5.

7. SUBMITTING A TENDER

- 7.1 Tender submissions must be made to the following e-mail address by **2.30pm on Monday 11 April 2016**:

procurement@glos.ac.uk

Individual e-mail sizes should be restricted to 10mb although multiple e-mails are acceptable if required.

- 7.2 Tenders may only be submitted on the Form of Tender (Appendix D) and Tender Response Form (Appendix E). No other method will be accepted. The University may, after the opening of the tenders, enter discussions or post-tender negotiations with any tenderer.

- 7.3 A Tender must remain valid and capable of acceptance by the University for a period of 120 days following the Tender Submission Deadline. A Tender with a shorter validity period may be rejected.

8. TENDER EVALUATION

- 8.1 Tenders will be evaluated in line with the Marking Scheme set out in Appendix C (Tender Questionnaire). 60% of marks will be awarded for quality and 40% for price.

9. CONTRACT AWARD

- 9.1 The Potential Provider that achieves the highest total score (i.e. the most economically advantageous tender) will be awarded the Contract.
- 9.2 If two or more Potential Providers obtain the highest total score, the Potential Provider with the highest score for the Quality' element will be deemed the winner and awarded the Contract.
- 9.3 If the University receives only one Tender in relation to this Competition, the Potential Provider will be awarded the Contract provided that they meet the Minimum Total Score of 70.

APPENDIX A – TERMS OF COMEPTITION

1. INTRODUCTION

- 1.1 These Terms of the Competition regulate the conduct of the Potential Provider and the University throughout the Competition. These terms also grant the University specific rights and limit its liability.
- 1.2 In these Terms of the Competition any reference to 'person' includes, but is not limited to, any person, firm, body or association, corporate or incorporate.

2. CONDUCT

The Potential Provider agrees to abide by these Terms of the Competition and any instructions given in the Competition Invitation and agrees to ensure that any of its staff, contractors, subcontractors, consortium members and advisers involved or connected with the Competition abide by the same.

2.1 Contact during the Competition exercise and canvassing

The Potential Provider must not directly or indirectly canvass any Minister, public sector employee or agent regarding this Competition or attempt to procure any information from the same regarding the Competition (except where permitted by the Competition Invitation). Any attempt to do so may result in the Potential Provider's disqualification from this Competition.

2.2 Collusive Behaviour

2.2.1 The Potential Provider must not (and shall ensure that its subcontractors, consortium members, advisors or companies within its Group do not):

- 2.2.1.1 fix or adjust any element of the Tender by agreement or arrangement with any other person;
- 2.2.1.2 communicate with any person other than the University the value, price or rates set out in the Tender or information which would enable the precise or approximate value, price or rates to be calculated by any other person;
- 2.2.1.3 enter into any agreement or arrangement with any other person, so that person refrains from submitting a Tender;
- 2.2.1.4 share, permit or disclose to another person, access any information relating to the Tender (or another Tender to which it is party) with any other person; or
- 2.2.1.5 offer or agree to pay or give or does pay or give any sum or sums of money, inducement or valuable consideration directly or indirectly to any other person for doing or having done or causing or having caused to be done in relation to the Tender any other Tender or proposed Tender, any act or omission,

except where such prohibited acts are undertaken with persons who are also participants in the Potential Provider's Tender, such as subcontractors, consortium members, advisors or companies within its group, or where disclosure to such person is made in confidence in order to obtain quotations necessary for the preparation of the Tender or obtain any necessary security.

2.2.2 If the Potential Provider breaches paragraph 2.2.1, the University may (without prejudice to any other criminal or civil remedies available to it) disqualify the Potential Provider from further participation in the Competition.

2.2.3 The University may require the Potential Provider to put in place any procedures or undertake any such action(s) that the University in its sole discretion considers necessary to prevent or curtail any collusive behaviour.

3. COMPLIANCE

- 3.1 The Potential Provider agrees that in cases where their Tender is deemed non-complaint when compared with the requirements set out within the Invitation to Tender (e.g. budget, terms and conditions) they will be excluded from the Competition.

4. RIGHT TO CANCEL OR VARY THE COMPETITION

- 4.1 The University reserves the right:
 - 4.1.1 amend, clarify, add to or withdraw all or any part of the Competition Invitation at any time during the Competition;
 - 4.1.2 to vary any timetable or deadlines set out in the Competition Invitation;
 - 4.1.3 not to conclude a contract for some or all of the goods and/or services (as applicable) for which Tenders are invited; and
 - 4.1.4 cancel all or part of the Competition at any stage at any time.
- 4.2 The Potential Provider accepts and acknowledges that by issuing the Competition Invitation, the University is not bound to accept a Tender or obliged to conclude a contract with the Potential Provider at all.

APPENDIX B – BACKGROUND INFORMATION AND SPECIFICATION

1. INTRODUCTION AND BACKGROUND TO THE UNIVERSITY

- 1.1 Promising a brighter future from a proud past, living and learning at the University of Gloucestershire is an education for life.
- 1.2 After nearly 200 years of teaching, we offer cutting edge facilities in inspirational locations, cradled by the rolling hills of glorious Gloucestershire. We are passionate about what we do, and practising what we preach.
- 1.3 Our motto, in spirit and in truth, means turning visions into reality, and in the 21st century we're setting our sights on improving life chances, challenging unsustainable thinking as well as reducing our environmental footprint.
- 1.4 We believe in education for all, not just in the classroom, but in how we live our lives.
- 1.5 No matter what they choose to study, helping our students become better citizens of the world is at the heart of what we do.
- 1.6 A Cheltenham landmark for nearly 200 years, Francis Close Hall is home to Education, Humanities and Sciences and houses the innovative Centre for Active Learning, which is constantly developing new education strategies. A 5 minute walk down the road is The Centre for Art and Photography - a thriving hub of creativity, with a dark room, a processing room, a Mac suite, the dedicated fine art studios, the sculpture yard and the fashion design and production studios.
- 1.7 Formerly a botanical garden, The Park also embraces the traditional and contemporary, from Regency villas to state-of-the-art labs. As well as giving a warm welcome to overseas students The Park offers the benefits of our partnership with INTO. The Park brings together student-professionals from a variety of specialisms, ranging from subjects like accounting and law right through to music and film production.
- 1.8 Our Faculty of Media, Art and Communications boasts industry standard studios and equipment, and guests such as journalist Sir Trevor MacDonald and Tony Wadsworth, former Chief Executive of music giant EMI.
- 1.9 One of the largest providers of sport and exercise programmes in the country, Oxstalls opened in 2002, minutes from the historic heart of Gloucester. At its core is an inter-professional approach to sport, health, and social care. 2014 brought the arrival of our new centre of enterprise, The Growth Hub, and in September 2015 our Performing Arts and Events Centre was completed.
- 1.10 We are proud of our achievements but we are constantly working to adapt to an ever changing world, and with your help, create a better catering service that meets our future requirements.



2. BACKGROUND AND OVERVIEW OF THE REQUIREMENT

- 2.1 The University currently has over 1,000 staff and up to 10,000 students who need to print in a variety of formats from a number of physical locations on the University's network in the Cheltenham and Gloucester area.

- 2.2 The University's current contract for MFDs with Ricoh expires 31 July 2016. We are looking to re-tender the lease for the complete fleet for a period of 3 years with an option to extend for two years. The University is looking for a 5-10% saving on the current annual rental budget of £130k, plus consumables.

Scope

- 2.3 In 2003, the University undertook an assessment of its printing and copying provision. This recommended a new approach: that of implementing a managed printing service. The project was assessed with the focus of rationalising the service and at the same time increasing cost effectiveness and sustainability within the boundaries of improving the overall service. Over the course of two contracts the University has rationalised the printer fleet from over 400 devices and approximately 50 copiers to the current fleet of 74 MFDs and approximately 58 networked laser printers. The University also provides 4 x A0 and 1 x A1 large format plotters which are currently out of scope of the managed print service. There is requirement for two additional wide format plotters, either A1 or A0, this is to be defined. Full details of the University's device fleet are at Appendix H.
- 2.4 The current contract has standardised on a specific MFD device at key locations across the University sites. There are a few variations of devices in areas with specific needs with the addition of finishing services such as sorting and stapling. The MFD fleet currently consists of 32 x MP C3002AD/FIN, 32 x MP C3002/AD, 7 x C2051 (integral finisher), 3 x MP C3003AD/FIN. No finishing features are offered in the University's libraries. The provision of a standard device at the majority of the current locations is expected to continue within the scope of this new contract (changes are noted in the requirements below). The University is happy to consider a complete fleet replacement within the contract costs.
- 2.5 Use of the MFDs requires authentication using the University's Active Directory, primarily through the identity card which is linked to Equitrac, (users do have the ability to login using a user's primary University account details through a touch screen) before the release of a queued print job, or for the use of copying and scanning.
- 2.6 The managed print service solution currently provides a reporting function that enables the University's printing, copying and scanning behaviour to be monitored and assessed and it is required that this service continues under the new contract. Moving to a rationalised and centrally, fully managed print service has been a successful strategy for the University. The current print management contract is due for renewal in July 2016. This is an ideal opportunity for the University to build on what the project has achieved so far and improve the service that is currently delivered to staff and students and the University is looking for creative solutions that cost-effectively reduce the burden of administration further (perhaps through managed cartridge and paper ordering).
- 2.7 In this regard, the requirement for this service has been extended to include web printing, specifically the ability to print from any internet enabled mobile device.
- 2.8 While staff printing costs will be managed through internal recharging, students will be charged for printing from an online account. The printing service must be able to interface to the University's provided payment system that is currently under development but will be delivered by using the internal systems but with decisions yet to be made on specifics. The Potential Provider is asked to document the required interface for the printing service to work (including protocol).
- 2.9 The requirement for the new contract will be for the initial provision and cover of approximately 77 MFDs, increasing to an estimated, 80 devices in 2017, with associated maintenance, break-fix and consumables as detailed below. The MFD requirement is split across 3 University Campuses, 2 in Cheltenham (Park and FCH) and 1 in Gloucester (Oxstalls) and 1 external site and the University requires the printing assets to be located at or near their current locations. The 4th site, Delta House, is located in the centre of Cheltenham and the devices there are on University leased premises. Delta House is using a leased network but the network is configured

for the University's domain. All other devices are located on University campus premises and are configured for the University's own IT network and domain.

- 2.10 A caveat for a fifth location is required. The University's Pittville campus is to be included in the contract. This campus is currently under redevelopment and is expected to come online in June 2017, with further installations taking place in September 2017. The staff currently located at Delta House will be moving to Pittville and device moves will be included as part of the contract as well as new installations. Delta House, currently has the provision of 4 MFDs, and it is approximated that Pittville campus will use 7. Network ownership of Pittville is leased, but will remain configured for the University's domain. The network speed for all 5 locations is approximately 100MB. Printing via the University wireless network is a requirement that must be met via application of network printing solution.
- 2.11 The average number of prints varies across MFDs on a daily basis but ranges from 293,000 to 567 per MFD per annum. The University's approximate total annual print volume, including laser printer printing, stands at 6.7 million pages and this equates to 5,354,118 mono prints and 1,406,135 colour prints. Further detail can be provided on request where that informs or helps a Potential Provider's proposal.
- 2.12 Management of the University's owned laser printers are detailed in Appendix H. The networked laser printers detailed for all sites are to be included in the managed break-fix service provision. Replacement of legacy equipment would be considered if this meets the needs of the University and the supplier's offered provision. Device changes would be expected to be met within the scope and contract costs. The University has approximately 20 additional locally connected printers that are not currently networked that are detailed in Appendix H. These devices where possible, should be included in the managed break-fix service provision and connected to the network where network infrastructure allows. The incumbent supplier is expected to pay due diligence to these devices should this number vary.
- 2.13 This proposal to this tender is to include the costs for providing the wide format printing as part of the managed service, where the University is looking for competitive and innovative ways of maintaining this critical service to some courses, and for the charging to be commensurate with the use (for example by charging for printing by image/paper area etc).
- 2.14 This proposal to this tender is to include break-fix cover for the University's currently ID card printing provision. The University currently prints identity cards for all staff, students and associate memberships. The cards have an embedded Mifare chip which allows access to the services of printing and secure areas for door access control. Cards are printed at multiple locations which facilitates card collection by user's from their home location (campus). The University invites options for the tender to cover the complete management and development of this service including software support, although it is accepted that this may be out of scope for some suppliers. The University has a requirement for a system to meet the following criteria:
- Network based database solution, MSSQL preferred
 - Flexible user interface, allowing for modification of field structure
 - Full write access to database allowing for creation of views etc.
 - Store user details, including but not limited to:
 - UID (staff or student number)
 - User name
 - Student Course code/Staff Department
 - Location (home campus)
 - Expiry date
 - Encoding details
 - Issue number
 - Photograph
 - Mifare serial number of last card printed
 - Encoding of Mifare cards (write to sectors/lock sectors)

- Accept live updates (write and delete) from University identity management system
- Manual import or batch update facility
- Allow for the creation or modification of card templates
- Multiple printing station support
- Detailed reporting facility
- Setup and integration with University systems
- Support for the current identity card printer fleet
- Ongoing software support

3. SPECIFICATION

Background

- 3.1 The University's network domain is Windows Server 2008R2 and Windows Sever 2012R2, running virtualised servers with VMWare. A network infrastructure diagram has been provided in Appendix J. The current print management solution is running Equitrac 4.2.6 and the server configuration is 3 x DRE and 1 CAS servers. The servers are running on VMWare clustered servers ESXi 5.50 and connect to high availability SAN via iSCSi running Datacore SAN Symphony V10 and Hitachi Storage Arrays. There are also local virtual servers at Oxstalls and FCH campus's hosted on VMWare ESX 5.0.0 running on local disk storage.
- 3.2 In terms of the managed print service solution, the University currently operates Equitrac, but is open to the provision of all software solutions. If Equitrac is the preferred software solution offered, then the University will expect the most current version to be implemented
- 3.3 The desktops are currently Windows 7 to be upgraded to Windows 10. Various Mac operating system versions are currently in use, Mac OS X 10.x. Students may have a range of personal devices from which they would wish to print.
- 3.2 The University prints and copies a large amount of documents some of which include personal data and are very sensitive. The MFDs need to assist our desire for centralised networked printing and copying whilst maintaining security of data.

Mandatory requirements

- 3.3 Continuation of existing provision of a print service through a standard set of multi-function devices at the current locations (through continued use of existing assets, deployment of new assets or a combination of both as determined by the Potential Provider), providing:
- Mono, colour, duplex printing and copying
 - Speed to be at least 36 pages per minute A4 and 18 pages per minute A3
 - Paper capacity must be in the region of 3500 sheets
 - Finishing choices to be: sorting, grouping, booklet making and stapling
 - Devices to be provided at most cost efficient scale driven by staff supported and demand figures
- 3.4 New provision of a large capacity multi-function device for one location, supporting specification as detailed above or higher. This requirement is to be defined when device options are available. The cost of this provision is expected to be included with the contract costs.
- 3.5 New provision of 2 standard set multi-function devices at contract inception.
- 3.5 The printing services must support/provide:
- the ability to print from Windows and Mac operating systems and all internet enabled devices
 - a security function where prints can be held pending authentication using the University provided identity
 - non-retention of sensitive data in any of the printer's memory
 - demonstrated low energy consumption providing cost effectiveness

- need for central management tool to monitor jobs, service requests, purchases and consumables etc
- have a touch screen control panel
- the ability of a University employee to check the delivery status of consumables
- basic training to a small number of key printer champions along with the provision of clear instruction documentation for machine usage
- management software for reporting and monitoring, and the specification of any hardware, software or licenses to be provided by the University must be detailed
- the transition from the existing system to the new system
- support for an authenticated user to print direct from a USB device to the printer if this is technically feasible
- The ability to interrogate a user's balance before printing to ensure credit is available
- To provide an update to a user's balance based on the agreed pricing structure
- Support changes to the pricing structure through the life of the contract
- Support the ability for charges to be overridden by an authorised user
- Enable some devices to be configured to not charge users

3.6 The print service must support a web printing facility, where any printing documents are printed according to their native format and not reformatted through the web service. This must cover:

- printing from mobile devices
- print from email
- description of any web browser dependencies, additional software to be provided by the University and limitations of file types supported through this service.

3.7 The printing service must integrate with a cashless facility to allow a user to add funds to their printing balance through an online payment service. The printing service must provide the following as part of the interface:

- Be able to provide an online interface for the taking of payments to update a user balance
- Be accessible via web calls to interrogate balance, add or subtract funds in real time
- Integrate with the University finance system (UNIT4 Business World) to update it on a daily basis with payments taken

3.8 Management of the printer estate (the current inventory as at Appendix H) through:

- fully managed break-fix service for the deployed printer fleet, with replacement devices provided when necessary in order to meet the service level of the contract
- An investigation and assessment of any additional locally connected printers will need to be conducted by the successful provider – this is not expected to make a significant addition to the printer total

3.9 Incorporation of the large format printing as part of the service, preferably through taking on service support of the existing devices (at Appendix H) or through cost-equivalent provision of alternative devices:

Approximate printing from large format printers for last academic year:

- A0 prints – 1721
- A1 prints – 1927

Large format printing parameters:

- Fully managed fleet including service and maintenance
- Automated replacement of consumables
- Integrated with print management solution, including reporting

- Variable charging allowing for colour, mono, size and print area
- Capable of handling seasonal peak demands

3.10 The mandatory part of the ID card printing proposal to this tender is to include break-fix cover for the University's currently ID card printing provision. The University currently prints identity cards for all staff, students and associate memberships. The cards have an embedded Mifare chip which allows access to the services of printing and secure areas for door access control. Cards are printed at multiple locations which facilitates card collection by users from their home location (campus). The current printing fleet is detailed:

- Evolis Primacy x 1
- Fargo DTC425OE x 5

3.11 The print service must provide the University with cost-effective ability to re-locate and/or vary the number of devices from time to time. Suppliers should include the following in their tender price:

- Device re-locations at no cost - up to 12 moves under the terms of the 3 year contract and extended by a further 8 moves under the terms of the 5 year contract
- Reduction in contract costs assuming up to a 20% reduction in fleet numbers over the life of the contract
- Costs for additional devices to be added to the fleet

3.11 The print service must meet a defined service level agreement:

- 4 hour initial response time
- 12 hour resolve for break-fix
- Automation of call logging synchronization with IT Sunrise Helpdesk
- Fix rate of issues and escalation action to be defined
- Provision of contract management information and quarterly reviews
- Management of consumables
- Support for the print management software solution to be defined

4. FORM OF CONTRACT

4.1 The contract will take the form of a deed of agreement amalgamating the invitation to tender, the tender response, any clarifications, the contract award notice and agreed terms and conditions (Appendix G).

APPENDIX C – COMPETITION QUESTIONNAIRE

1. INTRODUCTION

- 1.1 Appendix C sets out the questions that will be evaluated as part of this Competition.
- 1.2 The following information has been provided in relation to each question (where applicable):
 - 1.2.1 Weighting – highlights the relative importance of the question;
 - 1.2.2 Guidance – sets out information for the Potential Provider to consider when preparing a response; and
 - 1.2.3 Marking Scheme – details the marks available to evaluators during evaluation.

2. DOCUMENT COMPLETION

- 2.1 Potential Providers **must** provide a response to every question in the blue shaded boxes. All responses must be in Arial font, no less than size 11.
- 2.2 Potential Providers **must not** alter / amend the document in any way.
- 2.3 Potential Providers **must not** submit any additional information with your Tender other than that specifically requested in this document.

3. RESPONSE TEMPLATE

1 COMPANY INFORMATION		
1.1	Please state your full organisation name	
1.2	Proposed equipment manufacturer	

2 POTENTIAL PROVIDER CONTACT		
2.1	Please state the contact's name	
2.2	Please state the contact's telephone number	
2.3	Please state the contact's e-mail address	

3 PASS/FAIL QUESTIONS	Pass/Fail
Please Note: The following questions will be evaluated on a pass/fail basis, therefore if a Potential Provider cannot or is unwilling to provide a full response their Tender will be deemed non-compliant and they will be unable to be considered for this requirement.	

3.1	<p>Please complete the Potential Provider Background form in Appendix I.</p> <p>This document sets out the information which is required by the University in order to assess the suitability of suppliers in terms of:</p> <ul style="list-style-type: none"> • Competency, experience and technical knowledge • Capacity • Commitment to quality • Control of processes • Financial capacity and stability • Culture – equality and employee well being • Corporate social responsibility • Environmental considerations • E-business capability <p>The form will be evaluated on a pass/fail basis taking into consideration the evaluation criteria listed in the form.</p>
3.2	<p>Please provide a method statement outlining your proposed solution and confirming that it meets all of the mandatory requirements listed the Appendix B specification, paragraphs 3.3 onwards.</p>

4 QUALITY QUESTIONS		Weighting 60%
Guidance:		
<p>To enable the University to evaluate the quality of proposals suppliers should provide method statements in response to the below questions. These should be provided in the space provided below but can be completed in the Suppliers chosen style and format, including pictures and diagrams. Suppliers should make their responses specific to this project and its requirements – no generic responses please. There are no word limits set for responses but the University reserves the right to mark down responses that contain information irrelevant to the questions.</p>		
Question 4.1 - Network compatibility & Administration Functionality		(15 marks)
<p>Detail device network compatibility, and administration software integration for use with the identity management system (Forefront Identity Manager), single sign-on (PingFederate) and Active Directory. The network environment is a combination of Windows Server 2008R2 and Windows Server 2012R2 running virtualised servers with VMWare. Identify specifics of user account creation, management, charging and reporting functionality.</p>		
Question 4.2 - Contract mobilisation		(10 marks)
<p>Please propose a plan for contract mobilisation showing how the deadline date for implementation will be achieved. In particular, detail the lead-in time required for equipment build and confirm that it will be available installation completion by 29 July 2016.</p>		

Question 4.3 – Post mobilisation support**(10 marks)**

Detail the levels of support that will be provided post mobilisation of the contract in relation to routine maintenance, fault reporting and remedy, attendance times, provision of consumables, non-urgent work requests etc.

Question 4.4 – User experience**(25 marks)**

Please outline the main functionality of your proposal and show how it will be innovative, cost effective and enhance the user experience.

Marking Scheme:

The following marking scheme will be used to assess the response provided to the above quality questions:

The evaluation of the responses listed in the table in section 4 above will be made using the following marking scheme:

Responses to this section will be assessed and scored using the following methodology:

Description	Marking Range	Evaluation Criteria
Inadequate	0 to 1	Significant indications that supplier lacks certain requirements in this area to achieve the required standard of service delivery / information totally inadequate.
Concerns	2 to 4	Some concerns that supplier may lack certain requirements in this area to achieve the required standard of service delivery.
Potential	5 to 7	Information, rather than examples, indicating potential to deliver outcomes.
Capable	8 to 10	Comprehensive and strong information and examples indicating supplier capable of delivering outcomes to required standard.

The marks within each range will be awarded depending on the degree which the description of the evaluation criteria applies.

If a score of **0 to 1** is applied to the evaluation of any question, the tender will be **eliminated**.

If a score of **1** is applied, 10% of available marks for that question will be awarded.

If a score of **2** is applied, 20% of available marks for that question will be awarded.

If a score of **3** is applied, 30% of available marks for that question will be awarded.

If a score of **4** is applied, 40% of available marks for that question will be awarded.
 If a score of **5** is applied, 50% of available marks for that question will be awarded.
 If a score of **6** is applied, 60% of available marks for that question will be awarded.
 If a score of **7** is applied, 70% of available marks for that question will be awarded.
 If a score of **8** is applied, 80% of available marks for that question will be awarded.
 If a score of **9** is applied, 90% of available marks for that question will be awarded.
 If a score of **10** is applied, 100% of available marks for that question will be awarded.

Example:

There are **15** marks available for question 4.1 in the table above. If a score of **2** is applied to a supplier's response, the supplier will be awarded **3 marks** for that response. (i.e. 20% of the 15 marks available).

Important Note: Suppliers should not assume members of the evaluation panel have any prior knowledge of their organisation. The assessment will be made on the written response provided.

5	PRICE	Weighting 40%
Guidance:		
<p>The total tender price will be awarded a maximum of 40 marks and will be evaluated as shown below.</p> <p>All prices shall be in GBP and exclusive of VAT.</p>		
Question (40 marks)		
<p>Taking into consideration our requirements over a 5 year period please provide a pricing schedule (cost model) spreadsheet illustrating your proposal(s) which itemises as a minimum the following costs where applicable:</p> <ul style="list-style-type: none"> • Installation and set-up • Consultation • Training • Maintenance • Consumables • Click rates • Disposal • Charges for print volume/amount of equipment changes • Annual costing profile • Proposed payment schedule for the proposal(s) populated with costs <p>If proposing a volume based costing model please be clear regarding the any trigger points for moving from one costing band to another.</p> <p>Potential providers are asked to separate out the provision of wide format printing and ID card services as separate items.</p>		
Marking Scheme:		
<p>Pricing models will be reviewed and evaluated using the published requirements.</p> <p>Following any required clarification with Potential Providers to ensure as far as possible that the</p>		

pricing elements of the offers are being evaluated on a 'like for like' basis, marks will be awarded based on the lowest overall tender price for the preferred delivery model receiving 100% of the marks available. The other prices submitted for the similar delivery models from the other Potential Providers will be compared to the lowest price and the difference between those prices will be expressed as a percentage of the lowest price. For every one percent the price is above the lowest price the supplier will lose 1% of the marks available.

For example:

Tender Offer	Difference from lowest	% difference from lowest	Marks awarded out of 40
£100,000	£0	0%	40
£110,000	£10,000	10%	36
£120,000	£20,000	20%	32
£150,000	£50,000	50%	20
£200,000	£100,000	100%	0

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APPENDIX D - FORM OF TENDER

For

**Public Service Contract – Provision of Multi-functional Devices (MFDs).
UOG/15/364/ICT**

**To: Dr Nick Moore
Director of ICT Services
University of Gloucestershire
The Park
Cheltenham
GL50 2RH**

I/We.....

Carrying on business at.....

.....

Having received, examined carefully and understood the Invitation to Tender Documentation issued by University of Gloucestershire, we hereby offer to provide the services and carry out the works (as defined in the Invitation to Tender) for the period of Contract, at the percentages and prices contained in these Tender Documents, in accordance with the terms and conditions contained herein.

I/We understand that you are not bound to accept the lowest or any Bid that you may receive.

I/We confirm that I/We have enclosed with this Form of Tender all the relevant documentation specified within these Tender Documents.

For the pricing element, our tender bid is contained in the attached pricing schedule.

The overall pricing for the requirement (excluding VAT) is: £

and in writing:

	Signatory 1	Signatory 2
Signature		
Name		
Position in organisation		
Name of organisation		
Date		

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APPENDIX E – TENDER RESPONSE FORM

POTENTIAL PROVIDER NAME

ADDRESS

.....

.....

CONTACT NAME

CONTACT TELEPHONE NUMBER

CONTACT E-MAIL ADDRESS

In submitting this application I/we warrant, represent to and undertake with the Authority that: -

- All information, representations and other matters of fact communicated (whether in writing or otherwise) to the University in connection with this submission are true, complete, and accurate in all respects and our intellectual property.
- I/we am/are of sound financial standing and have sufficient working capital to enable me/us to carry out the service in accordance with the documents provided by the University.
- I/we have full power and authority to enter into the contract and carry out the service

I/we have read and understood these conditions and agree to be bound by them.

Signature	
Name	
Position in organisation	
Name of organisation	
Date	

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APPENDIX F – WORKING IN ACCORDANCE WITH CORPORATE GENERAL STRATEGIES AND POLICIES

The selected supplier will be expected to work in accordance with the university's general strategies and policies. In particular, the following policies and strategies are thought to be relevant to this service:

[Equality & diversity](#)

[Sustainability](#)

Health & safety – included in tender pack

[Freedom of information](#)

[Data protection](#)

[Gifts, favours and hospitality](#)

[Code of conduct](#)

Suppliers are required to complete the below declaration:

We have familiarised ourselves with the above strategies and policies and confirm that our working practices will be in accordance with these,

Signed:

Name:

Supplier name:

Date:

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APPENDIX H – DETAILS OF THE CURRENT UNIVERSITY PRINTING FLEET AND NEW DEVICES REQUIRED FROM INCEPTION OF THE NEW CONTRACT

Current Networked Devices	Number of Devices
Multi Functional Devices	
Ricoh Africo MP C3002	64
Ricoh Africo MP C2051	7
Ricoh MP C3003	3
Total	74
Wide Format Printers	
Epson Stylus Pro 9880	2
Epson Stylus Pro 9890	1
Epson Stylus Pro 9400	1
HP Designjet T790DS	1
Total	5
Laser Printers	
Ricoh Africo SP 3410DN	21
Ricoh Africo SP C320DN	10
Ricoh Africo SP 431DN	9
Ricoh Africo SP C222SE	1
HP Laserjet 2450	2
HP Laserjet 2430	2
HP Laserjet 4100 Series	1
HP Laserjet P2015 Series	2
HP Laserjet P2055DN	1
HP Laserjet P3005	1
HP Laserjet P4015	1
HP Officejet Pro 8610	1
HP Officejet 7300 Series	1
HP Color Laserjet 3600	1
HP Color Laserjet 4600	1
HP Color Laserjet 5550	1
HP Laserjet 3320 Series	1
HP Laserjet 4250	1
Total	58
Total Devices	137

New Devices Required	Number of Devices
Multi Functional Devices	
Standard	2
Large capacity device - to be defined	1
Wide Format Printers	
A0 or A1 printers - to be defined	2

Locally Connected Printers	Number of Devices
HP Officejet	1
HP Laserjet P2015	1
HP Laserjet 1200	2
Epson Stylus Photo R360 series	1
Dell Laser Printer 1700N	1
HP Laserjet 1320	1
Ricoh Aficio 4100N	1
HP Laserjet 2010	1
Ricoh Aficio 3410DN	3
Dell Laser 1700N	1
Ricoh Africo SP 3410DN	7
Total	20

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