

Record of Officer's Decision

The Openness of Local Government Bodies Regulations 2014 and the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

Date of Decision:	23/03/23
Decision Maker (Officer):	John Higgins Head of Service for IT and Resilience
Authority for Delegated Decision (Cabinet/Committee Decision or Scheme of Delegation – provide reference):	Part 3, Schedule 3 – Delegation of Executive Functions delegated to Officers paragraph 4.4 (1) <i>With the exception of the matters which the Leader of the Council has determined are to be discharged by the Cabinet or individual Portfolio Holders, as detailed in the Cabinet Scheme of Delegation, the Chief Executive and the Corporate Directors have delegated authority to discharge all executive functions within their respective service areas as set out in Article 12, having authority to act on all such matters. The Chief Executive shall determine from time to time what the service responsibilities of the Deputy Chief Executive and each Corporate Director and Head of Service shall be.</i> <i>(2). The delegation of powers to officers is underpinned by the principle and culture of consultation and liaison with Members, as appropriate and the ability for officers to refer matters to the relevant decision maker i.e. individual Portfolio Holder or a meeting of the full Cabinet, where it is felt that this is appropriate due to the nature of an issue</i>
Identify which Portfolio Holder(s)/Committee Chairman consulted?	Concurrence has been obtained in consultation with the Deputy Leader/ Cabinet Member for Finance and Corporate Services.
Ward Member(s) consulted?	N/A
Is it a Key Decision?	No
Is it subject to call-in?	No
Decision Made:	This Officer report details the decision to renew the managed Multi-Function Devices (MFD's), Print and Digital Workflow Software Services and Managed Print Service Provision with Xerox (UK) Limited (our existing supplier). This includes replacing our outdated Multi-Function Device (MFD) estate, with new, highly secure devices for a total of 60 months.

In addition to value-for-money, key to this decision is the flexibility the managed contract will supply and the option to bring all Xerox contracts under one offering. The council currently has two contract provisions with Xerox, one for the corporate fleet and one for the print unit. To ensure cost effectiveness and value for money whilst ensuring the resilience of this key communications channel, the decision to consolidate these contracts was taken.

The initial costings will comprise of 18 new MFD's (with integrated reader for accessing the device via the staff fobs – a new functionality being introduced for the new devices) for the corporate fleet and 1 colour and 1 Black and White production device for the Print Unit. The costings also include:

- A managed service with Xerox UK Limited (a trusted partner and Fortune 500 company)
- Software lease and support
- Installation and configuration of new and removal of old devices
- Subscription to Xerox Cloud allowing users to update and edit documents both on their devices and on the MFD's using a multitude of functions including:
 - Translate
 - Redact
 - Merge documents
 - Convert documents to audio
 - Handwriting to text
 - Summarise documents.

The renewal of the contract will also ensure we removed old and outdated infrastructure on the Tendring estate by moving to the Xerox cloud. This will not only reduce the infrastructure costings for the Tendring estate (as well as associate costs ie power, lighting, air-conditioning etc), it will also ensure the infrastructure associated to the Xerox fleet is moved to a newer, highly resilient version of the Operating system and infrastructure to further enhance our cyber security threshold.

*The total costings will equate to £6,919.05 per quarter, totalling to £138,381 for the 5-year contract period.

*Please note that these costings do not include the print costs acquired during the entirety of the contract. These would be charged at:

- **Corporate Fleet**
 - £0.0019 B/W Impressions
 - £0.0175 Colour Impressions
- **Production Fleet**
 - £0.0019 B/W Impressions
 - £0.0040 Colour Impressions

	<p>By having the colour impressions at a much-reduced rate compared to the corporate fleet, this will alleviate the reasoning to utilise the corporate print and postal hub for bulk print jobs and further heighten the reason to reduce the number of MFD's in the corporate fleet.</p>
<p>Reason for Decision (if a report was produced to support the Decision, refer to or attach it):</p>	<p>Tendring District Council officers from multiple departments have led discussions for the procurement for the renewal to the managed Multi-Function Devices (MFD's), Print and Digital Workflow Software Services and Managed Print Service Provision with Xerox (UK) Limited (our existing supplier).</p> <p>The procurement will be funded through existing budgets and will accrue the following benefits:</p> <ol style="list-style-type: none"> 1) Value for Money – the migration of two current contracts into one, as well as the reduction of devices to be leased in the procurement will ensure value for money. 2) Minimal service disruption and technology change complexity risk – by renewing with our current supplier we can ensure minimal service disruption and technology change complexity risks. 3) Working with a trusted expert – the renewal will ensure we continue working with a trusted partner (Xerox UK Limited) in which we have been working with for over 7 years and to whom are a Fortune 500 company. 4) New devices - The Council has had its current Multi-Function Device (MFD) fleet for the past 7 years and are no longer being marketed. The current devices procured were purchased at the beginning of the contract and have been sufficient for the duration of the terms but, due to the enhancements of both printing and cyber security, are now somewhat out of date and not sufficient for the needs of the use. 5) Reduction in reactive calls - Due to the age of the devices, replacement parts are becoming increasingly more difficult to provision, which leads to an increase in both reactive calls being logged with the service provider and departments being unable to use their devices for long periods of times. This increases the need for newer devices through the managed service. 6) Reduction of devices - The change to the working environment caused by Covid and flexibility of working from home has allowed for the reduction of devices to be provisioned as part of this contract. This will allow for both a reduction in maintenance and costings for the fleet. 7) New functionality - An addition to the provision would be corporate access to a Print and Digital Workflow Software Service. This service will be

	<p>available on both the MFD fleet as well as user's workstations through an internet link. The service will provide users with the ability to translate, redact, convert documents to audio, handwriting to text and merge and summarise documents.</p> <p>8) Funded using existing budgets.</p> <p>9) Framework agreement procurement – Direct Award in accordance with our procurement rules and procedure.</p>						
<p>Highlight any associated risks/finance/legal/equality considerations:</p>	<p>The procurement route will be through the UK government Crown Commercial Services framework (RM6174 – Lot 2) which is fully compliant with the Council's Procurement Procedure Rules.</p> <p>From an equality perspective, greater enhancements for accessibility options are available due to the improvements of accessibility on both the MFD's and within the Xerox Cloud Portal.</p>						
<p>Details of any Alternative Options Considered and rejected (together with reasons):</p>	<p>1) Doing nothing is not an option.</p> <p>2) A tender process would be very resource intensive and in this instance is highly likely to:</p> <p>a) Increase costs even if the incumbent contractor is successful. Current contract renewal quotes suggest increase of 20% typically.</p> <p>b) Result in a period of considerably reduced support performance with a new provider 'getting up to speed.'</p> <p>c) Paying higher fees for older devices.</p> <p>3) Renew the contract to the incumbent supplier through a recognised Framework Agreement ensuring Value for money.</p>						
<p>Details of any declarations of interest (by Portfolio Holder/Committee Chairman who was consulted by the officer, which related to the decision)</p> <p>If relevant, a note of the dispensation granted by the Monitoring Officer:</p>	<p>N/A</p>						
<p>Reason Decision, or supporting Report, is not published:</p> <p><i>Tick one or more of the specific exemptions, and Give more</i></p>	<table border="1"> <tr> <td data-bbox="576 1805 635 1877" style="text-align: center;">√</td> <td data-bbox="635 1805 1372 1877">Not applicable – Decision [and report] to be published</td> </tr> <tr> <td colspan="2" data-bbox="576 1877 1372 1951" style="text-align: center; color: red;">If Report is not to be published – tick one of the following boxes:</td> </tr> <tr> <td data-bbox="576 1951 635 2020"></td> <td data-bbox="635 1951 1372 2020" style="text-align: center;">N/A</td> </tr> </table>	√	Not applicable – Decision [and report] to be published	If Report is not to be published – tick one of the following boxes:			N/A
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If Report is not to be published – tick one of the following boxes:							
	N/A						

<i>information in the final box with regards to why the exemption applies and outweighs the public interest test (which is in favour of disclosure).</i>	

Officers

Signed:

Daniel Pobjoy

Title: Technical Operations Manager

John Higgins

Title: Head of IT & Resilience

In consultation with:

Signed:

Carlo Guglielmi

Cllr. Giancarlo Guglielmi

Title: Deputy Leader Cabinet Member for Finance and Corporate Services.

Dated: 23 MARCH 2023