

From: Corporate Director of Strategic and Corporate Services  
To: Cabinet Member for Corporate and Democratic Services  
Decision No: **14/00075**  
Subject: **Procurement of a Managed Print Service**  
Key decision – Financial criteria exceeded  
Classification: **Unrestricted**

**Summary:** The report outlines the background to the proposal for KCC to contract for the provision of a Managed Print Service from Xerox (UK) Ltd using the Framework Agreement between Surrey County Council and Xerox (UK) Ltd

**Recommendation(s):**

That the Cabinet Member for Corporate and Democratic Services agrees the provision of a Managed Print Service from Xerox (UK) Ltd using the Framework Agreement between Surrey County Council and Xerox (UK) Ltd

**1. Introduction**

1.1 To date the purchase and leasing of printers and photocopiers in KCC has been managed locally. This approach risks unnecessary cost and lacks emphasis on strategic direction and control. For some time the authority has investigated alternative approaches and has identified that a third party solution – provided by specialists in the field – could result in a wide range of benefits. This will provide not only a more cost effective solution but one that more closely supports the shape and culture of the organisation in the future and the more flexible and mobile nature of its workforce.

**2. Financial Implications**

2.1 Introduction of a Managed Print Service is not only expected to save in the region of £700k p.a. but will also mean that spend is much more transparent and easily monitored.

**3. Detail**

3.1 Considerable time and effort has been spent studying the provision of printing and photocopying services. This included the use of KCC's contract with Forrester Research to gain a better understanding of the market and the potential it offered. Among other findings it quickly became clear that numerous large organisations – both public and private – had already outsourced this function to third parties including a number of technology organisations whose core activity lay outside the area of reprographics.

- 3.2 Three main alternatives to that currently proposed were considered and discarded. The first of these was to continue with the existing approach but the benefits sought were not achievable without radical change. The need to create efficiencies and eliminate the potential for waste means that the status quo is no longer tenable. A proposal from KCS was also considered and owing to a lack of experience in the sector also dismissed. Finally solutions already implemented by SE7 partners were investigated but for various reasons were not accessible to KCC.
- 3.3 The decision to adopt the approach suggested will require that the council enters into legal agreements with the chosen provider and Legal Services will be fully involved in the creation and authorisation of those contracts.
- 3.4 When fully implemented the provision of a single, modern and consistent user interface will better suit users with a range of disabilities.
- 3.5 A Managed Print Service compliments the Council's reduced property portfolio by reducing the demand for space – both for the equipment and the storage of consumables – but also compliments the more flexible and mobile workforce that will result.
- 3.6 “The Executive Scheme of Delegation for Officers set out in Appendix 2 Part 4 of the Constitution (and the directorate schemes of sub-delegation made thereunder) provide the governance pathway for the implementation of this decision by officers. In this instance, the Director of Information and Communication Technology, Infrastructure and Support (on behalf of the Corporate Director Strategic & Corporate Services) will take all such steps as are necessary to implement the decision”.

#### **4. Conclusions**

- 4.1 Printing has been described as the last great hidden business cost. In the case of Kent County Council at the moment this could not be more true. The inconsistency between recorded costs of printing and the amount of paper bought within the organisation is a simple example of how standardising provision can improve the management of this area. The implementation of a Managed Print Service from acknowledged industry leaders will ensure that such issues are resolved.
- 4.2 A Managed Print Service will represent a significant cultural challenge for many as it will impose restrictions that have been absent hitherto and it must be clear from the outset that any exceptions to the corporate provision will incrementally undermine the business case and reduce the benefits possible.
- 4.3 Once the implementation has been planned and a schedule agreed – expected to take approximately two months – an aggressive timetable should see the service fully deployed within a year.

## **5. Recommendation**

The Cabinet Member for Corporate & Democratic Services agrees the provision of a Managed Print Service from Xerox (UK) Ltd using the Framework Agreement between Surrey County Council and Xerox (UK) Ltd

## **6. Background Documents**

None

## **7. Contact details**

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