



Officer Key Decision

Report to the Corporate Director, Finance and Resources

Date of Decision:

**Authority to Award Contract from CPC CPC/KJ/01/2024 Lot 1
Multifunctional Devices and Associated Products & Services
Framework for Multi-Functional Devices (MFD's) for the Shared
Technology Services**

Wards Affected:	All
Key or Non-Key Decision:	Key Decision
Open or Part/Fully Exempt: (If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)	Open
No. of Appendices:	None
Background Papers¹:	None
Contact Officer(s): (Name, Title, Contact Details)	Name: Mike Ligorio Job Title: Commercial Contracts & Procurement Manager Email: mike.ligorio@brent.gov.uk

1.0 Executive Summary

- 1.1 This report concerns the procurement of Multi-Functional Devices (MFD's). This report requests approval of the expenditure and for Brent to enter into the contract on behalf of the partner Councils under the Shared Technology Services, namely Brent, Lewisham, Southwark and LGA.
- 1.2 This report concerns the procurement of Multi-Functional Devices (MFD's) by the Shared Technology Service (STS) for the London Boroughs of Brent, Southwark, Lewisham and LGA

1.3 This report requests authority to award contracts as required by Contract Standing Order 88. This report summarises the process undertaken in procuring a contract and recommends to whom the contract should be awarded.

2.0 Recommendation(s)

That the Deputy Director Corporate and Financial Planning, acting on behalf of the Corporate Director, Finance and Resources:

2.1 Approves the pre-tender considerations set out in paragraph 3.8.

2.2 Approves the award of the contract for Multi-Functional Devices to Ricoh Limited for a term of three years in the total indicative sum of £648,720.48

3.0 Detail

Contribution to Borough Plan Priorities & Strategic Context

3.1 The report concerns the award of the printing services contract, combined with the planned reduction in multi-functional devices (MFDs), directly supports Brent's Borough Plan priorities and strategic context. By streamlining print infrastructure and promoting digital-first workflows, the contract aligns with the Digital Strategy 2022–2026 objective of modernising council services and reducing reliance on paper. This approach contributes to the Cleaner, Greener Future priority by lowering energy consumption and carbon emissions, while ensuring accessibility for residents who remain digitally excluded, reflecting the council's commitment to inclusion and thriving communities. Furthermore, the efficiency gains and sustainability measures embedded in the contract reinforce Brent's ambition to deliver smarter, cost-effective services that underpin prosperity and resilience across the borough

<https://legacy.brent.gov.uk/media/16420030/digital-strategy-2022-2026-2.pdf>

Background

3.2 The Council requires the provision of Multi-Functional Devices (MFD's). The current printing services provision with the incumbent supplier Ricoh Limited expires on the 31st April 2026, therefore a new contract must be in place to deliver these services starting from 1st May 2026. The three ICT Shared Service authorities have requirements for day-to-day office printing (MFDs). Officers have reviewed a range of procurement options and have determined that the use of a Direct Award under framework is the most appropriate and cost-effective means of continuation of this provision. Following extensive negotiations with Ricoh, the proposed

Direct Award delivers significant financial and operational benefits that make it the most advantageous option for the partnership.

3.3 Officers have undertaken a procurement exercise by calling off from the CPC CPC/KJ/01/2024 Lot 1 Multifunctional Devices and Associated Products & Services Framework (the “Framework”). Officers have identified a contractor providing the most advantageous offer in accordance with relevant criteria set out in the Framework and therefore recommend award of a contract for Printing Services and Multi-Functional Devices (MFD’s) for the Shared Technology Services (the “Contract”).

The Procurement Process

3.4 The Contract will be called off from the Framework, using the form of award and standard call off terms and conditions prescribed under the Framework.

3.5 The Framework permits award by way of a further competition and by way of direct award and sets out rules for the identification of the most economically advantageous contractor under both procedures. Officers consider that identification of the most economically advantageous contractor using the Framework’s direct award procedure is most appropriate for the procurement of the Contract. The Direct Award option provides immediate, tangible financial benefits, operational stability, and compliance assurance, while enabling the partnership to prepare for a future strategic procurement exercise without incurring unnecessary cost or risk.

3.6 In compliance with the Framework guidance, Officers have reviewed the framework information for all contractors on CPC CPC/KJ/01/2024 Lot 1 Multifunctional Devices and Associated Products & Services Framework as set out at Appendix 1. Officers have identified Ricoh Ltd as the most economically advantageous contractor based on criteria set out in the framework. The Contract is for 36 months in indicative sum of £648,720.48

It is noted that the London Borough of Southwark has indicated its intention to exit the agreement effective March 2028. The contract will include specific provisions to facilitate Southwark’s orderly withdrawal, ensuring continuity of service for remaining partners and compliance with all relevant legal and financial obligations

This Direct Award to Ricoh UK Ltd is in full accordance with Section 4.3 of the CPC MFD Framework User Guide. The call-off terms precisely address our specific requirements, and Ricoh UK Ltd presents the most advantageous solution, supported by objective factors such as distinctive product features, seamless integration with our existing

systems, and robust service levels. The award criteria and weightings established at the time of tender remain appropriate and do not necessitate amendment. To ensure both compliance and transparency, the CPC Direct Award Tool will be utilised throughout this process.

Furthermore, Ricoh UK Ltd has an established and successful partnership with Shared Technology Services and its partners, underpinned by a thorough understanding of our operational needs. This positions them uniquely to provide uninterrupted service continuity during the transition period, facilitating both the retention of current equipment and the replacement of devices where necessary. It is also pertinent to highlight that, following our recent negotiations, significant cost savings have been secured, further reinforcing the value of proceeding with this direct award.

3.7 The contract will commence on 01.05.26 subject to call-in.

Pre-tender Considerations

3.8 The pre-tender considerations relevant to the Contract are as follows:

Ref.	Requirement	Response	
(i)	The nature of the services / supplies / works.	Printing Services and Multi Functional Devices (MFD's) for the Shared Technology Services	
(ii)	The value.	Over the 3 Year Term: £648,720.48 excluding VAT (MFDs & Service Charge - £454,662.36) (Estimated B/W & Colour usage - £194,058.12)	
(iii)	The contract term.	36 months (3 Years) 01.05.2026 – 31.04.2029 The contract term is 36 months however, provisions will be included to allow for the early exit of London Borough of Southwark in March 2028, with appropriate adjustments to service levels and financial contributions	
(iv)	The tender procedure to be adopted.	Direct Award from a Framework	
(v)	The procurement timetable.	Stage in Procurement	Indicative dates
		Identify suitable Supplier and Lot	20.11.25

Ref.	Requirement	Response	
		Statement of Works and Pricing received from preferred Supplier	24.11.25
		Contract Mobilisation	Jan 26 – April 26
		Contract start date	01.02.26
(vi)	The evaluation criteria and process.	Direct Award. Ricoh has been selected as the Most Economically Advantageous Tender (MEAT) under the CPC Multifunctional Devices framework because their proposal delivers significant cost savings compared to our current spend while fully meeting the technical and service requirements outlined in the framework. The decision aligns with the framework guidance by using the permitted Direct Award process, ensuring compliance with PCR 2015 and the Procurement Act 2023. We documented our evaluation against key criteria—price, compliance, and added value—and confirmed that no material changes were made to the standard Call-Off Terms and Conditions, maintaining transparency and auditability.	
(vii)	Any business risks associated with entering the contract.	No specific business risks are considered to be associated with entering into the Contract.	
(viii)	The Council's Best Value duties.	For the reasons set out in Section 3, it is considered that Direct Award will result in the Council achieving best value. The Council will achieve best value in line with its statutory duties by leveraging the CPC Multifunctional Devices framework, which ensures pre-vetted suppliers and competitive pricing. By selecting Ricoh through a compliant Direct Award process, the Council secures significant cost savings, meets all technical and service requirements, and benefits from added value such as sustainability initiatives and enhanced reporting. This approach aligns with the principles of transparency, fairness, and proportionality under the Public Contracts Regulations 2015 and the Procurement Act 2023, ensuring that the chosen solution delivers optimal economic, social, and environmental outcomes for the authority.	
(ix)	Consideration of Public Services	Officers have had regard to the Public Services (Social Value) Act 2012.	

Ref.	Requirement	Response
	(Social Value) Act 2012	The Council will embed social value measures across Brent, Lewisham, and Southwark by working with Ricoh to implement initiatives that deliver community benefits alongside cost savings. These include supporting local employment and apprenticeships within each borough, partnering with local schools and colleges to provide digital skills training, and ensuring Ricoh's sustainability programs—such as device recycling and carbon reduction—are actively promoted in community facilities. Additionally, Ricoh will collaborate with borough-led social enterprises for print and design services where feasible and provide reporting on social value outcomes to demonstrate measurable impact in line with the Council's Social Value Policy and the Public Services (Social Value) Act 2012.
(x)	Any staffing implications, including TUPE and pensions.	There are no implications for Council staff arising from the procurement.
(xi)	The relevant financial, legal and other considerations.	Financial – See Financial Considerations at Section 5.
		Legal – See Legal Consideration at Section 6.
		Other – N/A
(xii)	Sustainability	As part of our sustainability commitment, the Council will significantly reduce the number of multifunctional devices (MFDs) deployed across Brent, Lewisham, and Southwark. This rationalisation will lower energy consumption, reduce carbon emissions, and minimise waste associated with device maintenance and consumables. By consolidating print infrastructure and promoting digital workflows, we will decrease paper usage and improve operational efficiency. These measures directly support our environmental objectives and align with the Council's duty to deliver best value while contributing to borough-wide sustainability goals.
(xiii)	Key Performance Indicators / Outcomes	Appropriate Key Performance Indicators / Outcomes will be included in the Contract.
(xiv)	London Living Wage	The agreement will include provision requiring payment of the London Living Wage.

Ref.	Requirement	Response
(xv)	Contract Management	A contract manager will be appointed, and appropriate contract management provisions will be included in the Contract. Contract is categorised as a Strategic/Major Contract under the Contract Segmentation Tool and therefore the relevant Contract Management Guidance for Strategic Contracts will be put in place.

4.0 Stakeholder and ward member consultation and engagement

4.1 The relevant Shared Service Borough stakeholders have been consulted in relation to this procurement.

5.0 Financial Considerations

5.1 Part 3 of the Council's Constitution states that the Corporate Director, Finance and Resources has delegated authority to approve the award of contracts for services valued at less than £2 million. The estimated value of the Contract is £648,720.48 excluding VAT.

5.2 The cost of the contract will be funded from the Shared Technology Service borough's budgets, as set out in the table below.

Partner	MFDs Per Year	Estimated B/W & Colour usage Per Year	Service Charge Per Year	Contract Term (3 Years)
London Borough of Brent	£32,952.96	£13,241.02	£3,271.64	£148,396.86
London Borough of Lewisham	£38,068.36	£16,852.94	£3,712.76	£175,902.18
London Borough of Southwark	£64,920.28	£31,679.47	£4,337.68	£302,812.29
	£3,922.84			£21,609.15

Local government Association LGA		£2,912.61	£367.60	
Total	£139,864.44	£64,686.04	£11,689.68	£648,720.48

5.3 In accordance with Southwark's planned exit from the agreement in March 2028, all Multi-Functional Devices (MFDs) allocated to Southwark will be returned to Ricoh at the point of exit. The contract will ensure that no additional costs or liabilities arising from Southwark's withdrawal will be passed on to the remaining partners, thereby safeguarding their financial interests

6.0 Legal Considerations

6.1 The estimated value of the Contract over its lifetime is in excess of the Public Contracts Regulations 2015 (the "PCR 2015") threshold for Services and the award of the Contract is therefore governed by the PCR 2015.

6.2 Officers recommend the use of a framework to procure the Contract. The PCR 2015 allow the use of framework agreements and prescribe rules and controls for their procurement. Contracts may then be called off under such framework agreements without the need for them to be separately advertised and procured through a full procurement process. Call offs under the framework agreement need to be carried out in accordance with the framework rules, to include using evaluation criteria specified in the framework agreement and utilising the terms and conditions set out in the framework agreement.

6.3 The Council's Contract Standing Orders state that no formal tendering procedures apply where contracts are called off under a framework agreement established by another contracting authority, where call off under the framework agreement is approved by the relevant Corporate Director or Director and provided that the Corporate Director, Governance has advised that participation in the framework is legally permissible. The Corporate Director, Governance has confirmed that participation in the Framework is legally permissible.

6.4 The award of the Contract is subject to the Council's own Standing Orders in respect of Medium Value Contracts. The Corporate Director, Finance and Resources has delegated power to award Medium Value Contracts in accordance with paragraph 9.5 of Part 3 of the Constitution.

6.5 The decision to award the contract will be subject to call-in as provided for in the Council's Constitution. As the procurement of the Contract is from a framework, there is no requirement for the Council to observe a

10 day standstill period under the PCR 2015. Subject to no call-in preventing award, Officers will seek to implement the decision to award.

6.6 In accordance with paragraph 9.7 of Part 3 of the Constitution, the delegated authority of the Director has been exercised for the relevant departmental matter, subject to the same restrictions as apply to their Corporate Director, and in reliance upon the urgency provisions authorised by the Chief Executive and Councillor Conneely.

7.0 Equity, Diversity & Inclusion (EDI) Considerations

7.1 Pursuant to s149 Equality Act 2010 (the “Public Sector Equality Duty”), the Council must, in the exercise of its functions, have due regard to the need to:

- (a) eliminate discrimination, harassment and victimisation and other conduct prohibited under the Act
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it,

7.2 The Public Sector Equality Duty covers the following nine protected characteristics: age, disability, marriage and civil partnership, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

7.3 Having due regard involves the need to enquire into whether and how a proposed decision disproportionately affects people with a protected characteristic and the need to consider taking steps to meet the needs of persons who share a protected characteristic that are different from the needs of persons who do not share it. This includes removing or minimising disadvantages suffered by persons who share a protected characteristic that are connected to that characteristic.

7.4 There is no prescribed manner in which the council must exercise its public sector equality duty but having an adequate evidence base for its decision is necessary.

7.5 The proposals in this report have been subject to screening and officers believe that there are no adverse equality implications.

8.0 Climate Change and Environmental Considerations

8.1 The Council recognises the importance of addressing climate change and environmental considerations in all procurement decisions. By reducing the number of multifunctional devices and consolidating print infrastructure, we will lower energy consumption and carbon emissions.

Ricoh's commitment to sustainability, through energy-efficient technology, recycling programs, and carbon-neutral initiatives, supports our objectives to minimise environmental impact. These measures align with the Council's Climate Action Plan and contribute to achieving net-zero targets, ensuring that procurement decisions deliver long-term environmental benefits alongside operational efficiency.

9.0 Human Resources/Property Considerations (if appropriate)

9.1 This service is currently provided by an external contractor and there are no implications for Council staff arising from retendering the Contract.

10.0 Communication Considerations

10.1 The relevant Shared Service Borough stakeholders have been consulted in relation to this procurement.

Report sign off:

Fabio Negro
Managing Director
Shared Technology Services
Brent Council