

INVITATION TO TENDER

NATIONAL ARMY MUSEUM, CHELSEA

JUNE 2019

PROVISION, MAINTENANCE AND SUPPORT FOR LEASED PRINTING
HARDWARE AND SERVICES.

COMPUTER AND TECHNICAL SERVICES



NATIONAL
ARMY
MUSEUM

Contents

Introduction.....	3
Background.....	3
Usage.....	4
Core Device Requirements.....	4
Additional Requirements.....	6
Contract Requirements.....	6
Hardware Requirements.....	6
Tender Response Requirements.....	7
Submission and Questions.....	8

Introduction

The National Army Museum is a leading authority on the British Army and its impact on society past and present. It has recently undergone a major redevelopment, funded (in part) by the Heritage Lottery Fund. Since reopening, the Museum has sought to modernise its remaining legacy back-of-house systems, streamline its processes and improve its efficiency.

Across its two locations – Chelsea and Stevenage – the Museum employs ~85 permanent staff, ~60 of which performing office-based, administrative tasks. The Museum's printing services deliver crucial support for this aspect of its operations, so it is vital they are both highly capable and extremely reliable.

With this tender, the National Army Museum is looking to appoint a supplier of leased office printing hardware for the provision, maintenance and support of printing, copying and scanning equipment. The appointee must also offer the supply of consumables at an agreed per-copy rate.

Background

The Museum currently utilises a variety of printer models, ranging from large, multi-function devices (MFDs) to small, desktop printers. Its three main MFDs - two situated in Chelsea, the other in Stevenage - facilitate general document printing, copying and scanning with the smaller devices facilitating more specific purposes.

Prints and copies are made in both black and white and colour on both A4 and A3 sized paper of varying weights (most frequently between 80 – 160 gsm). Printing on smaller paper sizes (including labels and envelopes) is managed via manual document feeder trays.

Document scanning is achieved using either platen or automatic document feeder with scans emailing directly to the users' mailbox.

Finishing units attached to both Chelsea-based MFDs offer hole-punching, stapling and booklet making facilities.

The Museum is out of contract on all its devices.

Usage

Chelsea MFDs:

~175000 black impressions per year
~180000 colour impressions per year

Stevenage MFD:

< 1500 black impressions per year
< 2000 colour impressions per year

Desktop printers:

< 2000

The Museum is always striving to reduce its use of paper and its impact on the environment. The stated quantities are based on the average use of the existing devices over their installed lifetime.

Core Device Requirements

The Museum has the following requirements from its print service contract (in no particular order):

Device Capabilities	Description	Essential	Desirable
Automated usage meter readings	Readings should be delivered automatically to the contract provider for billing purposes. Any delivered data should be accurate, delivered securely and verifiable by NAM and its auditors.	X	
LDAP or Active Directory integration	Integrations with common directory services for use with user queue login authentication	X	
ID card integration	The facility to integrate ID card readers for user authentication purposes (compatibility must be verifiable with NAM's existing technology)		X
Job queuing	The facility for users to send jobs to 'held' or secure print queues	X	

Device Capabilities	Description	Essential	Desirable
Third-party apps	The ability to run third-party, embedded applications (e.g. follow-me printing service)		X
Easy to use	Simple and intuitive interfaces and functionality (device demos may be required)	X	
Cross-platform driver	Availability of drivers compatible with all major operating systems (Windows, macOS)	X	
OS vendor-maintained driver	The facility whereby client device OS vendors deliver driver updates via core OS updates		X
Robust build	Devices must be built for non-expert use	X	
Network connectivity	Devices must offer LAN connectivity and all established connectivity protocols	X	
Printing from wireless devices	The ability to print directly from mobile devices (phones and tablets) using established protocols		X
Secure administration settings	A secure, preferably web-based interface for customising and configuring settings	X	
Usage reporting	The ability to manually or automatically retrieve user-level reports on printer usage		X
Scanning to email or folder	The ability for the device to deliver scanned documents via email or directly into corporate filing systems	X	
Non-expert user consumable replacement	Device consumables must be replaceable by non-technical staff	X	
Accessible	Both software and hardware must be fully accessible in line with all relevant legislation	X	
Environmentally friendly	Devices must be energy and resource efficient	X	

Additional requirements

- On-site device setup and configuration
- Delivery of devices to site
- On-site training for admin staff
- Optional on-site user training
- Digital training resources that can be shared with users via the Museum’s intranet
- Telephone technical support
- Responsive consumable orders

Contract Requirements

The Museum is looking for either a three- or five-year contract period. All services must offer cost effectiveness.

Hardware Requirements

Type	Desktop printer (scanning optional)
Quantity	2
Colour option	Mono
Paper size options	A4
Trays	1x tray (1x standard ream minimum)
Primary purpose	Automated report printing
Expected annual usage	< 1000
Description	A simple, reliable, desktop printer for quickly printing staff roll-call reports
Additional requirements	<ul style="list-style-type: none"> • Cost efficient • Easy to change consumables • Low energy consumption
Type	MFD
Quantity	3
Colour option	Colour
Paper size options	A4 and A3
Trays	2x trays minimum (1x standard ream minimum each)
Primary purpose	General document printing and scanning
Expected annual usage	< 2000
Description	A versatile, free-standing, multi-function device suitable for use in a small office environment.
Additional requirements	<ul style="list-style-type: none"> • Cost efficient • Easy to change consumables • Low energy consumption • Optional expansion (trays, finisher, etc.)

Type	MFD with finisher
Quantity	3
Colour option	Colour
Paper size options	A4 and A3
Trays	4x trays minimum (standard or high capacity options)
Primary purpose	General document printing and scanning
Expected annual usage	~100,000
Description	A versatile, free-standing, high-speed, multi-function device suitable for use in a large office environment. Finisher must offer stapling.
Additional requirements	<ul style="list-style-type: none"> • Cost efficient • Easy to change consumables • Low energy consumption • Optional expansion (trays, finisher, etc.) • Optional fax machine

Tender Response Requirements

Criteria on which tenders will be awarded

In order of relevance:

1. Strength of tender (Consideration of specific needs of the Client) clearly indicating costs for both three and five year lease periods. (50%)
2. Overall cost. (30%)
3. Proven experience of similar projects with suitable references. (20%)

In order for potential suppliers to be considered, tender responses must contain the following:

1. Company information
2. An executive summary of the proposal
3. The proposed solution
 - a. Service details
 - b. Hardware and software
4. Optional extras
5. Applicable purchasing frameworks
6. Costings
7. Terms and conditions
8. Availability for solution demonstration
9. Next steps

Submission and Questions

Please submit all responses to this tender via email to:

All tender electronic media are to be sent to tenders@nam.ac.uk and annotated with "TENDER DOCUMENTS NOT TO BE OPENED BEFORE 28 June 2019. On no account are the tender documents to be passed to the requesting department before the tender board date.

Prefix all submission email subjects with the project code: **K-7-10-3-2-1**

Please direct any questions regarding this opportunity via email to the following contact:

Marcus Creed
ICT Development Officer
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Any subsequent documentation or clarifications will be attached to this posting.