

Meeting: Cabinet **Date:** 30 August 2022

Wards affected: All

Report Title: Print Services Contract Approval

When does the decision need to be implemented? ASAP

Cabinet Member Contact Details:

Cabinet Member for Corporate and Community Services, Councillor Carter,
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1. Purpose of Report

- 1.1. Torbay Council currently produces a wide range of mono and colour printed materials for its own use and for other public bodies such as the local NHS trust and the GP practices using the in-house Print Services. The department currently uses SEFAS Harmonie Communication Suite (HCS) to drive their Automated Document Factory and utilise Hubmail as a bolt-on feature for their Hybrid Mail solution. HCS is a solutions toolset for designing and managing customer communications across all delivery channels.
- 1.2. As part of the project to close the internal print service we need to procure a replacement external supplier with an IT system that will support the new model of outsourcing our reduced print requirements. This report addresses the approval required for the contract to provide the service under the new model.
- 1.3. The forms system output is paid for directly by the services using it, and each service areas has their own budget for this facility. The changeover and development will be financed through future savings from the removal of current software, SEFAS.

2. Reason for Proposal and its benefits

- 2.1. Print and Post is a fundamental element of Corporate Services. Through printed media, it enables the Council to stay in touch with residents about the services we deliver and supports revenue collection. Additionally, it provides internal services for printing, copying, and scanning. The proposal in this report will help us to deliver our ambition by ensuring continuity and efficiency to support customer services across the organization, whilst focusing on being a council fit for the future, which only uses print and postal services where absolutely necessary, thus supporting our commitment to tackling climate change.
- 2.2. The reason for this proposal is to ensure the lowest cost to the council to continue service delivery whilst maintaining flexibility for service demand peaks. Other reasons include safeguarding our reputation as an organisation committed to tackling climate change and exploiting the accelerated digital working opportunities offered by the Covid-19 pandemic.

3. Recommendation(s) / Proposed Decision

- 3.1. That the preferred supplier be awarded a contract for the delivery of the print services for a fixed five (5) year term from 8th September 2022 until 8th September 2027, with the option to extend for a further two (2) year period at the end of the fixed term, if required and as set out in Exempt Appendix 4.

Appendices (PART 2)

Appendix 1 - Supporting Information

Appendix 2 – Project Timeline

Appendix 3 – Projected Costs (Estimates Only)

Appendix 4 – Preferred Supplier