

Record of operational decision

Decision title:	Award of Contract for Printing, Scanning and Photocopying to Ricoh UK Ltd
Date of decision:	01/06/2026
Decision maker:	The Corporate Services scheme of delegation dated April 2025 (line 21) gives the Chief Digital Information Officer the authority to take the decision.
Authority for delegated decision:	Chief Digital Information Officer
Ward:	Countywide
Consultation:	Consultation carried out with internal consultees.
Decision made:	To award a contract to Ricoh UK Ltd via the Crown Commercial Services RM6361 framework (Lot 2) for the provision of managed print services, multifunctional devices, and associated leasing arrangements. The contract value is £142,772.40 over 3 years (£47,590.80 per annum).
Reasons for decision:	<p>The decision is based on the need to ensure continuity of a critical operational service and to deliver value for money through a compliant procurement route.</p> <p>Ricoh UK Ltd is the incumbent supplier currently delivering managed print services across the organisation's estate. Managed print services are embedded in day-to-day operations and are essential to service delivery across multiple sites and the existing device fleet is approaching end of life and requires replacement to maintain reliability, security, and performance.</p> <p>Retaining the incumbent supplier avoids the risks, cost, and complexity associated with transitioning to a new provider. The proposal also represents value for money on a whole-life cost basis, including:</p> <ul style="list-style-type: none"> • full replacement of the device estate • reduced decommissioning costs • no-cost continuation of existing services during transition • avoidance of additional transition costs <p>The direct award via RM6361 is compliant with Public Contracts Regulations 2015 and is considered proportionate and appropriate.</p>
Equality Considerations	There are no adverse equality impacts identified as a result of this decision.
Highlight any associated risks/finance/legal/equality considerations:	Costs are within approved budgets. The renewal is compliant with Contract Procedure Rules. Failure to award would risk service disruption. There are no health and safety implications.
Details of any alternative options	Carrying out a full tender exercise was rejected due to significant transition costs, onboarding requirements, and increased risk to service continuity.

considered and rejected:	
Details of any declarations of interest made:	None

Signed..... Date: