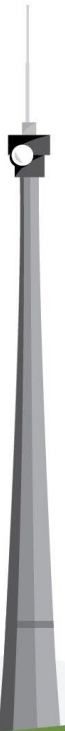


# Multi-Functional Devices

Invitation to tender v2

The Mast Academy Trust



## SECTION 1

### Introduction

The Mast Academy Trust is seeking to review the provision of our multi functional devices to ensure best value for money.

We are a collaborative Trust, with all leaders supporting the development of MAST within the context of an Executive Leadership Team. Working strategically together we aim to transform provision and outcomes for pupils and their families.

Our vision for our pupils, staff and schools at the Mast Academy Trust is not defined by a statement but a set of key principles; principles that when united reveals our overarching vision. As individual schools and a Trust:

- We celebrate **individuality**
- We **collaborate** for the good of our children and staff
- We **inspire** our children, and our employees to **achieve** their ambitions
- We all **learn** from our experiences
- We ensure a **safe** and **caring** environment for everyone

We commit to:

- Put the **children** at the heart
- Value all our **people** and respect their well-being
- Serve the **community** around us
- **Respect** different opinions and then unite together
- Be willing to **challenge** and accept challenge
- **Support** all areas within the MAST Academy Trust
- Adhere to the Nolan Principles

## Our Schools

Birdsedge First School (BFS) – A First School serving pupils in Reception to Year 5 with a capacity of 90 pupils.

Kirkburton Middle School (KMS) – A Middle School serving pupils in Year 6 to Year 8 with a capacity of 501 pupils.

Scissett Middle School (SMS) – A Middle School serving pupils in Year 6 to Year 8 with a capacity of 600 pupils.

Scholes Junior and Infant School (SJIS) – A Primary School serving pupils in Reception to Year 6 with a capacity of 222 pupils.

Shelley First School (SFS) – A First School serving pupils in Reception to Year 5 with a capacity of 204 pupils.

### Joining School

Grange Moor Primary School (GMPS) – A Primary School serving pupils in Reception to Year 6 with a capacity of 105 pupils.

## Procurement Best Practice Criteria

The Mast Academy Trust have agreed a set of best practice principles in relation to the procurement of this service. These principles provide a framework to ensure that we act in an ethically and commercially responsible way in our contractual arrangements. Adhering to these principles is an integral part of the procurement process for the Mast Academy Trust.

The Trust will:

- seek value for money for its pupils;
- harness the capability, diversity and innovation of our suppliers to add value to the Trust;
- adhere to a procurement process which is equitable, lawful and compliant with regulations;
- work with suppliers to ensure goods and services that we buy are made or executed in a socially and environmentally responsible manner;
- seek to be easy to do business within order to minimise costs, risks and time;
- ensure the confidentiality of information in line with regulations;

## SECTION 2

### 1. Scope of Work

This tender aims to the unify MFD lease, improve ease printing efficiency, reduce costs, and support sustainability goals. To seek best value for the Trust considering the options detailed below, the trust will evaluate the most economically advantageous to the Trust.

The Mast Academy Trust are seeking a supplier for the provision and supply of Multi-Functional Devices across the Trust as detailed in our specific requirements detailed below:

#### OPTION 1

The contract duration will be from 16<sup>th</sup> March 2026 until 13<sup>th</sup> March 2030.

This is a unique procurement activity for a provision to be provided at the end of each schools' current lease until a set date (13<sup>th</sup> March 2030) where a further tender activity will take place to ensure we have one unified lease across the Trust.

#### OPTION 2

The contract duration will be from 16<sup>th</sup> March 2026 for a period of 5 years.

This option will require buy-out of all current leases and provide one lease for the equipment required.

#### OPTION 3

This option will require purchase current/ or replacement devices at the end of each lease term with built in service support for the period of the dates specified in Option 1 of this tender.

### Our requirements

We are looking for costed proposals from organisations providing Multi-Functional Devices (MFD).

#### **The successful supplier will be expected to provide:**

- Supply and installation of MFDs (A4/A3, mono and colour)
- Print, copy and scan capabilities
- Secure print release and user authentication
- Integration with existing network infrastructure
- Ongoing maintenance and support
- Toner and consumables management
- Usage reporting and analytics
- Environmental sustainability (e.g. energy-efficient devices, toner recycling)

Suppliers will be requested to demonstrate how they can meet the requirements listed below, this should be completed in Appendix A – Tender Response, in line with the timeline detailed below and following any initial fact-finding meetings or demonstrations.

#### Costed Quote requirements

- Cost of the operational lease for each device proposed including any discount for multiple device supply
- Cost of an operational lease for each device proposed including any discount for multiple device supply and buy-out of current leases
- Cost of purchase of devices with built in service support for the period of the dates specified in this tender, as an alternative to lease
- Cost per copy for both mono and colour in a range of different print sizes

- *Copy costs must be fixed for the lifetime of this tender specification, if this is not the case then detail how cost increases are implemented*
- Additional costs for any consumables e.g. toner, staples
- The lifetime service costs and any documentation fees or annual facility fees

#### Lease arrangements

- The supplier must state:
  - who takes responsibility for disposal of the device at the end of the lease and any associated costs
  - expected lifespan, maintenance schedules, and availability of spare parts
- The Trust:
  - will only consider an operational lease (not a finance lease which is considered to be borrowing and can be illegal for Trusts to enter into)
  - will not consider roll-over leases (where the outstanding balance on existing leases are added to new agreements).

#### Technical Capability

##### OPTION 1 - Key requirements

The Trust would like:

- to lease the 10 multi-functional devices (MFD) unless purchase of devices is economically advantageous to the Trust (refer to option 3). The lease term should meet with 'days' requirements specified in the table below.
- the new devices to provide a similar specification and similar (or better) performance capabilities as those specified below.
- the supplier to conduct a print audit if it's available as a free service at no extra cost.

The supply of new devices will commence from 16<sup>th</sup> March 2026 and will have a staggered supply until 13<sup>th</sup> March 2030. Stagger supply details are as follows:

Site	Device replacing	Commencement from	Days Required	requirements
<b>SJIS</b>	Bizhub C450i, finisher, large capacity tray	16-Mar-26	1459	A3 MFD
<b>SJIS</b>	Bizhub 227	16-Mar-26	1459	A4 MFD
<b>KMS</b>	Risograph GD7330, booklet finisher	13-Sep-26	1278	A3 MFD
<b>SMS</b>	FT5430, face down staple finisher, proximity card reader	12-Apr-28	701	A3 MFD
<b>BFS</b>	Sharp BP-50C26	05-Jun-28	647	A3 MFD
<b>BFS</b>	Sharp MXC303W	05-Jun-28	647	A4 MFD
<b>SFS</b>	Sharp BP-50C55, booklet stapler finisher	25-Apr-28	688	A3 MFD
<b>SFS</b>	Sharp MXC 303W	25-Apr-28	688	A4 MFD
<b>GMPS</b>	Bizhub C450i	09-May-29	309	A3 MFD
<b>GMPS</b>	Sharp MX-C301W	09-May-29	309	A4 MFD

## OPTION 2 - Key requirements

The Trust would like:

- to lease the 11 multi-functional devices (MFD) unless purchase of devices is economically advantageous to the Trust (refer to option 3).
- the new devices to provide a similar specification and similar (or better) performance capabilities as those specified below.
- the supplier to conduct a print audit if it's available as a free service at no extra cost.

The supply of new devices will commence from 16<sup>th</sup> March 2026 for a period of 5 years with a buy-out of the current leases. Current lease details of supply are detailed below:

Site	Device replacing	Lease provider	Quarterly payment	Term of lease	Commenced	requirements
<b>SJIS</b>	Bizhub C450i, finisher, large capacity tray	NA	NA	NA	NA	A3 MFD
	Bizhub 227					A4 MFD
<b>KMS</b>	Risograph GD7330, booklet finisher	Siemens	£1399.47	5 years	13-Sep-21	A3 MFD
<b>SMS</b>	Risograph FT5430, face down staple finisher, proximity card reader	Siemens	£1187.10	5 years	12-Apr-23	A3 MFD
	Risograph FT5230 & Multi Finisher	Siemens	£1097.50	5 years	14-Mar-25	A3 MFD
<b>BFS</b>	Sharp BP-50C26	Siemens	£158.25	5 years	05-Jun-23	A3 MFD
	Sharp MXC303W					A4 MFD
<b>SFS</b>	Sharp BP-50C55, booklet stapler finisher	Siemens	£315.51	5 years	25-Apr-23	A3 MFD
	Sharp MXC 303W					A4 MFD
<b>GMPS</b>	Bizhub C450i	CF Corporate	£674.67	5 years	09-May-24	A3 MFD
	Sharp MX-C301W					A4 MFD

## OPTION 3 - Key requirements

Following the specification requirements as listed above in Options 1, the Trust would like:

- to purchase new multi-functional devices (MFD) at the end of the current lease term
- the new devices to provide a similar specification and similar (or better) performance capabilities as those specified below.
- the supplier to conduct a print audit if it's available as a free service at no extra cost.

## Features and functions requirements

- As minimum devices are required to have the following functions for all devices:
  - Copy (single and duplex)
  - Print (single and duplex)
  - Scan (single and duplex)
  - Bypass tray – for printing on card, envelopes, labels etc.
- Further features may be considered for A3 multi-functional devices (cost to be clearly identified separately)
  - Large capacity tray

- Finishing options
- High volume production devices are expected to have a minimum of 90ppm
- The following scan features are required:
  - Save to folders on a cloud/server
  - Scan to email
- Single pass automatic document feeder (ADF).

### Software requirements

The following operating systems will be used with the devices:

- Apple
- Microsoft
- Google Chrome
- The Trust does not require software that helps to track device usage or generate detailed reports.
- Software features that help to reduce costs including but not limited to:
  - Automatically revert jobs to black and white
  - Automatically delete requests that are not completed
  - Enter a PIN to use devices
  - Locked print – jobs are held on the device until you physically release them. This should be done via authentication which can be integrated such as a card/fob reader.
  - secure hold print authentication e.g. Papercut.

### Networking

- Devices to be networked via a wired connection using ethernet (There are network points in place that the new devices can be connected to).

### Environmental and sustainability

- Details on power consumption during active use, standby, and sleep modes.
- Estimated yield of consumables and waste management plans for toner and ink cartridge
- Provide information about the level of noise produced by the devices. This should be shown in decibels.
- Compliance with energy efficiency standards (e.g. ENERGY STAR, Blue Angel, or EPEAT).
- Consideration will be given to devices that support remanufactured or refillable toner cartridges.
- Consideration will be given to suppliers who provide a take-back scheme or recycling program for old devices.
- Consideration will be given to suppliers with low-emission delivery options.
- Provide relevant environmental certifications (e.g., ISO 14001).
- Suppliers are welcomed to propose innovative sustainability features or initiatives beyond the minimum requirements.

### Service and Support

#### Contract management

- Annual contract management reviews to cover:
  - machine performance, including reliability, uptime and downtime
  - warranty and service performance
  - copy quality and related issues
  - copy costs and performance against budget
  - unexpected issues
  - continuous improvement, including cost reduction and sustainability opportunities
- Quarterly invoices for lease and usage to be invoiced the Trust directly

#### Maintenance and repairs

- Service level agreement (SLA) stating:
  - the levels of service for maintaining the devices and its functionality
  - including any costs for labour, parts, servicing, repairs and any call-out charges
  - the cost per copy for black and white, and colour copies
  - estimated timescales for repairs in case of device failure
  - the method of repairs and diagnosis, for example remote or call-out costs of any software updates and how they are made
  - the method of contact

#### Delivery and disposal

- Remove and dispose of any existing devices that are not required to be returned to current provided
- Provide a free returns process for used toners and consumables and clearly state how they will be recycled or disposed of.
- Provide a returns process for unused toners and consumables. Any related costs must be clearly stated.

## **2. Mandatory Criteria**

The questions within this section are scored as Pass or Fail. Failure by the Tenderer to meet any of the mandatory criteria and/or submit any information requested will usually mean failure to be awarded the contract and could mean that the tender is dismissed without the evaluation being completed.

The following factors will be taken into account in assessing a supplier's suitability. Please provide confirmation of compliance, including any supporting documentation within your submission:

### **MC1. Insurance**

All suppliers should carry insurance and as a matter of course, an appropriate level of public liability insurance.

### **MC2. Health & Safety**

All relevant Health & Safety documentation e.g. safe working practices, risk assessments should be made available as part of the procurement process.

### **MC3. Safety and Security**

An awareness of, respect for and ability to meet safety and security aspects such as safe recruitment checks on your staff.

### **MC4. Capacity/Capability**

Deliver capacity and capability to fulfil the requirements. Please confirm if there are any future organisation restructures, mergers, or organisation difficulties

### **MC5. Accreditations or Professional Standards**

We will want to assure ourselves that where these are appropriate these are current and that you have not been charged with any grave professional misconduct.

### **MC6. Compliance with Employment Legislation**

Adherence to relevant employment legislation including, but not limited to, the Equality Act 2010, The Worker Protection (Amendment of Equality Act 2010) Act 2023, Employment Rights Act 1996, the Income Tax (Earnings and Pensions) Act 2003, the National Insurance Contributions Act 2015, the Part-Time Workers (Prevention of Less Favourable Treatment) Regulations 2000, the Agency Workers Regulations 2010, and the National Minimum Wage Act 1998.

### **MC7. Legal Considerations**

Our contracts require that suppliers comply with all other applicable laws and regulations.

### **MC8. Data**



Any data processing you undertake on behalf of the Trust must adhere to current GDPR regulations.

**MC9.** Sector expertise

Expertise and proven credentials in the education sector are required.

## SECTION 3

### 1. General Instructions

These instructions are designed to ensure that all proposals are given equal and fair consideration.

- Proposals must be comprehensive, addressing all requirements as laid out in this ITT.
- Bidders are expected to adhere to the submission deadlines specified.
- The Trust reserves the right to accept any proposal in whole or in part and to award the contract to more than one bidder if deemed beneficial.
- Proposals must remain valid for a minimum of 90 days from the tender return date.
- It is important that bidders provide all the information requested.
- The Mast Academy Trust will not be liable for or pay for expenses or losses that may be incurred by the Bidder in the preparation of the bid.
- The Mast Academy Trust reserves the right to cancel the tender process at any point.
- A bid received after the due date and time for submission will not be considered.
- The Mast Academy Trust does not bind itself to accept the lowest or any Bid.
- No bid will be deemed to have been accepted unless such acceptance has been notified to the bidder in writing.
- Recipients of the bid documents (whether they submit a bid or not) shall treat the details in it as private and confidential. Any bid received by Mast Academy Trust in response to the invitation to bid shall be treated likewise by Mast Academy Trust.
- Please examine all the provided documentation and ensure that you return all the information requested no later than 9<sup>th</sup> January 2026 @ 5pm. Incomplete bids will be deemed to be non-compliant and eliminated from evaluation.
- In the event of declining to bid, bidders are requested to inform the Mast Academy Trust.
- Tenderers should note that the award of the contract is expected by 27<sup>th</sup> February 2026 but may be subject to change.

Whilst the information in this document has been provided in good faith, it does not purport to be a comprehensive review of all matters relevant to the requirements and neither The Mast Academy Trust, nor any of its employees or advisers accept any liability or responsibility for its adequacy, accuracy or completeness, nor do any of them make any representation or warranty, express or implied, with respect to the information contained in this document. Nothing in this document is or should be relied upon, as a promise or representation as to The Mast Academy Trust's ultimate decision.

### 2. Tender response

Bids should be submitted in accordance with the above scope of work and using the template provided in appendix A. Prices / costs are to be submitted inclusive of Value Added Tax (VAT), detailing the exclusive of VAT price / cost and any VAT (detailing the rate applied) that may be applicable as a separate figure / column.

All information should be submitted to Melanie Humphreys via email at [procurement@themast.co.uk](mailto:procurement@themast.co.uk) by the closing date detailed below:

Stage / Activity	Indicative Date (subject to change)
Issue of invitation to tender	20 <sup>th</sup> November 2025
Site visits (be arrangement only)	1 <sup>st</sup> to 19 <sup>th</sup> December 2025
Deadline for clarifications	12 <sup>th</sup> December 2025
Deadline for response to clarifications	2 <sup>nd</sup> January 2026
Closing date for submission of tenders	9 <sup>th</sup> January 2026
Contract award (prior to)	27 <sup>th</sup> February 2026
Contract start date	16 <sup>th</sup> March 2026

### 3. Evaluation Criteria

The bid process will be conducted in a manner that ensures bids are evaluated fairly to ascertain the most economically advantageous bid using the following criteria:

	Criteria	Weighting
EC1	Cost effectiveness	70%
EC2	Technical capability	20%
EC3	Service and support	10%
	<b>TOTAL</b>	<b>100%</b>

Bidders should note that the overall weightings for each criterion are fixed. Details of criteria are:

		Weighting
<b>EC 1</b>	<b>Cost effectiveness</b> Bidders are required to provide fully costed proposals including: <ul style="list-style-type: none"> <li>• Cost of the operational lease for each device proposed including any discount for multiple device supply</li> <li>• Cost of an operational lease for each device proposed including any discount for multiple device supply and buy-out of current leases</li> <li>• Cost of purchase of devices with built in service support for the period of the dates specified in this tender as an alternative to lease</li> <li>• Cost per copy for both mono and colour in a range of different print sizes (Copy costs must be fixed for the lifetime of this tender specification, if this is not the case then detail how cost increases are implemented)</li> <li>• Additional costs for any consumables e.g. toner, staples</li> <li>• The lifetime service costs and any documentation fees or annual facility fees</li> </ul> Any additional costs must be specified in the proposal.	70%
<b>EC 2</b>	<b>Technical capability</b> Bidders should clearly indicate how they would deliver the services outlined above.	20%
<b>EC 3</b>	<b>Service and Support</b> Bidders should clearly indicate how they would deliver the services outlined above.	10%

### 4. Evaluation of Bids

The evaluation process will be conducted to identify the most economically advantageous tender. Bids will be assessed to ascertain those that represent best overall value and the highest likely quality of output during the contract, not necessarily the lowest price submission.

Proposals will be evaluated by The Mast Academy Trust centrally.

## Scoring Definitions

Each criterion will be scored using the following definitions:

SCORE	DEFINITION
5	<b>Exceeds the requirement</b> Exceptional demonstration by the Bidder of the relevant ability, understanding, experience, skills, resource & quality measures required to provide the supplies / services. Response identifies factors that will offer potential added value, with evidence to support the response.
4	<b>Satisfies the requirement</b> Demonstration by the Bidder of the relevant ability, understanding, experience, skills, and resource and quality measures required to provide the supplies / services, with evidence to support the response.
3	<b>Satisfies the requirement with minor reservations</b> Some minor reservations of the Bidder's relevant ability, understanding, experience, skills, and resource & quality measures required to provide the supplies / services, with little evidence to support the response.
2	<b>Satisfies the requirement with major reservations</b> Considerable reservations of the Bidder's relevant ability, understanding, experience, skills, and resource & quality measures required to provide the supplies / services, with little evidence to support the response.
1	<b>Does not meet the requirement</b> Little or no evidence to support the response to demonstrate that the Bidder has the ability, understanding, experience, skills, resource & quality measures required to provide the services.
0	The question is not answered, or the response is completely unacceptable.

Please note the final number of devices may change subject to the requirements of the school following evaluation.

## 5. Questions and clarifications

### Site Visits

Suppliers are invited to attend site to assess requirements by prior arrangement between the dates specified in section 3 item 2. Please contact by email at [procurement@themast.co.uk](mailto:procurement@themast.co.uk) to arrange.

### Clarifications

If you have any questions or points of clarification about the contents of the ITT document or the services that are to be provided, please contact complete the clarification form by [following this link](#) by the date specified in section 3 item 2.

The Mast Academy Trust will not answer any questions received via telephone and will not answer any questions received after the date specified in section 3 item 2.

## 6. Completion and submission of bid

Bids must be submitted 9th January 2026 @ 5pm.

Your bid should contain all of the required information outlined within this document, along with any further information you feel relevant to support your bid. Any comments pertaining to the information supplied by you may be made in an email and returned with the Bid.

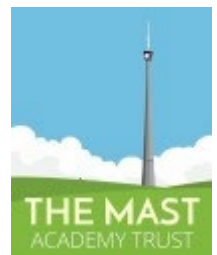
### Tender response

Submissions will only be considered that are completed using the template provided in Appendix A and emailed to [procurement@themast.co.uk](mailto:procurement@themast.co.uk). Any further documentation pertaining to your bid should be emailed alongside your submission.

Bidders are required to develop a costed solution.

## **7. List of Appendices**

Appendix A: Tender response template



## APPENDIX A - TENDER RESPONSE

### Multi-Functional Devices 2026 to 2030



#### Bidder declaration

I declare that to the best of my knowledge the answers submitted, and information contained in the bid, correct and accurate.

I confirm our compliance with the mandatory criteria specified in section 2 item 3 in the invitation to tender.

I understand that the information will be used in the selection process to assess my organisation's suitability to participate further in this procurement.

I understand that the Customer may reject this submission in its entirety if there is a failure to answer all the relevant questions fully, or if false/misleading information or content is provided in any section.

I am aware of the consequences of serious misrepresentation.

Contact Details and Declaration	
Contact name	
Name of organisation	
Role in organisation	
Phone number	
Email address	
Postal address	
Signature (electronic is acceptable)	
Date	

## Costed Quote requirements

[illegible]

	Colour toner											
	Staples											
	lifetime service											
	documentation fees											
	annual facility fees											
Additional cost												

Please detail how you meet the following requirements as stated in section 2 of the ITT.

Requirement	Detail	Response
<b>Lease arrangements</b>	<p>The supplier must state:</p> <ul style="list-style-type: none"> <li>- who takes responsibility for disposal of the device at the end of the lease and any associated costs</li> <li>- expected lifespan, maintenance schedules, and availability of spare parts</li> </ul> <p>The Trust:</p> <ul style="list-style-type: none"> <li>- will only consider an operational lease (not a finance lease which is considered to be borrowing and can be illegal for Trusts to enter into)</li> <li>- will not consider roll-over leases (where the outstanding balance on existing leases are added to new agreements).</li> </ul>	

#### Clarification

Question	Response
Who is your lease organised through?	
Is this arrangement an operating lease as defined UK GAAP?	





	Speed: Colour A3											
	Scan: Email											
	Scan Folder/cloud											
	ADF											
Environmental	Power usage: active											
	Power usage: standby											
	Power usage: sleep											
	Cartridge yield: Mono draft											
	Cartridge yield: Colour draft											
	Cartridge yield: Mono High											
	Cartridge yield: Colour High											
	Noise db											
	Energy rating											

*Please detail how you meet the following requirements as stated in section 2 of the ITT.*

Requirement	Detail	Response
<b>Software</b>	<p>The following operating systems will be used with the devices:</p> <ul style="list-style-type: none"> <li>- Apple</li> <li>- Microsoft</li> <li>- Google Chrome</li> </ul> <p>The Trust does not require software that helps to track device usage or generate detailed reports.</p> <p>Software features that help to reduce costs including but not limited to:</p> <ul style="list-style-type: none"> <li>- Automatically revert jobs to black and white</li> <li>- Automatically delete requests that are not completed</li> <li>- Enter a PIN to use device</li> </ul>	

	- Locked print – jobs are held on the device until you physically release them	
<b>Networking</b>	Devices to be networked via a wired connection using ethernet (There are network points in place that the new devices can be connected to).	
<b>Environmental and sustainability</b>	<p>Compliance with energy efficiency standards (e.g., ENERGY STAR, Blue Angel, or EPEAT).</p> <p>Consideration will be given to devices that support remanufactured or refillable toner cartridges.</p> <p>Consideration will be given to suppliers who provide a take-back scheme or recycling program for old devices.</p> <p>Consideration will be given to suppliers with low-emission delivery options.</p> <p>Provide relevant environmental certifications (e.g., ISO 14001).</p> <p>Suppliers are welcomed to propose innovative sustainability features or initiatives beyond the minimum requirements.</p>	

#### Clarification

Question	Response
What are the network requirements for the hardware and software you are proposing?	
Do you supply multiple manufacturers' printers / photocopiers?	
Are you directly linked to the manufacturer or brokering agent?	
Are there any system software developments in process / planned?	
Why have you recommended those models?	

What is the delivery lead time on the recommended model or models?	
What finishers can be attached and what are the costs?	
What software is included?	
Are scan to network functions available on all devices recommended?	
Can the A3 multi-functional devices produce booklets and what type of booklets?	
What are environmental credentials of the device?	
Please demonstrate how your company is committed to sustainability	
What is the recommended number of lifetime prints for the devices you are recommending?	
How can images be manipulated on the device (e.g. multi-up)	
What interconnectivity is there with non-network devices (e.g. Android / iOS)	
Are there any other features to mention for the devices you are recommending?	

## Support and Service

*Please detail how you meet the following requirements as stated in section 2 of the ITT.*

Requirement	Detail	Response
<b>Contract management</b>	Annual contract management reviews to cover: <ul style="list-style-type: none"> <li>- machine performance, including reliability, uptime and downtime</li> <li>- warranty and service performance</li> <li>- copy quality and related issues</li> <li>- copy costs and performance against budget</li> </ul>	

	<ul style="list-style-type: none"> <li>- unexpected issues</li> <li>- continuous improvement, including cost reduction and sustainability opportunities</li> </ul> <p>Quarterly invoices for lease and usage to be invoiced the Trust directly</p>	
<b>Maintenance and repairs</b>	<p>Service level agreement (SLA) stating:</p> <ul style="list-style-type: none"> <li>- the levels of service for maintaining the devices and its functionality</li> <li>- including any costs for labour, parts, servicing, repairs and any call-out charges</li> <li>- the cost per copy for black and white, and colour copies</li> <li>- estimated timescales for repairs in case of device failure</li> <li>- the method of repairs and diagnosis, for example remote or call-out costs of any software updates and how they are made</li> <li>- the method of contact</li> </ul>	
<b>Delivery and disposal</b>	<p>Remove and dispose of any existing devices not required to be returned to current provided</p> <p>Provide a free returns process for used toners and consumables and clearly state how they will be recycled or disposed of.</p> <p>Provide a returns process for unused toners and consumables. Any related costs must be clearly stated.</p>	

#### Clarification

Question	Response
How long has the company been established	
What is your turnover?	

How many academy schools currently use your system?	
What industries do you supply to and what percentage of your business is in the education sector?	
How many service engineers do you have?	
What support is provided before, during and after the installation process?	
Are you directly linked to the manufacturer or brokering agent?	
Please provide the names and contact details of 2 academy trust clients who we can contact for a reference.	
Please specify the dimensions of the recommended devices with and without finishers	
How many sockets are required for the devices and what type?	
What is the standard call out time to a device?	
Is this guaranteed? Is there recompense for failure to adhere to this?	
How is stock of cartridges / toners and other supplies refreshed and managed?	
How are new parts ordered and what is the expected lead time?	
How is your customer service team contacted?	
What is your standard service cycle as part of the contract?	
What management information is available for the machines e.g. user access, copy numbers	
If machines need relocating how is this dealt with and is there a charge?	
Is there any other information that you think is relevant to working with the Mast Academy Trust and its schools?	

