

## Resource efficient print and copy management solutions

Consip (Italy)

### Background

Consip is a public company owned by the Italian Ministry of Finance. It operates as Italy's central purchasing body, and implements the programme for the rationalisation of public spending on goods and services through the use of ICT (Information and Communication Technology) and innovative procurement tools, such as framework contracts, e-marketplace for public administration, and a dynamic purchasing system. Italy's National Action Plan (NAP) on green public procurement (GPP) entered into force in 2008 and, since then, GPP has been one of the pillars of Consip's Rationalisation Programme.

Consip's mission is to make the use of public resources more efficient and transparent, by providing tools and support to public administrations which enable them to carry out procurement procedures which foster competitive participation from enterprises.

### Procurement objectives

The objectives were to tender for a framework contract for print and copy management services for use by the entire Italian public sector. Consip's aim was to move away from single user printers and copiers which lead to a great deal of printing and thus higher costs. A mechanism called Click & Save (please note that this is not a brand name) was sought through the procurement, as it is a means for rewarding less printing. The framework contract also covered an optional service to manage leased office equipment (printers, photocopiers and fax machines).

During the pre-procurement phase, a number of interviews were carried out with potential suppliers to discuss Energy Star requirements, design for disassembly and noise requirements.

### Criteria used

The main part of the framework agreement was for the Click & Save service. The service covers external management of printing and copying activities in a centralised way. It covers the installation of certain office equipment, supplies of materials (except paper), and provides services such as support and maintenance, management, and monitoring and cost rationalisation.

The cost of the service is calculated as the cost of the printed/copied page or "click", in which the total number of clicks are defined as the number of users working at pre-defined levels of productivity. A threshold of 3,000 clicks per user (the European average is around 10,000 pages/clicks per year) was allocated. The level of productivity and the total number of users are assessed by a third party.

The framework also included an optional service to manage leased office equipment (printers, photocopiers and fax) that is property of the public administration.

**Subject matter of the contract:** Print and Copy Management services with the option of managing leased office equipment.

### Technical specifications:

- All office equipment shall meet the Energy Star 2.0 label for energy performance.
- The toner and ink cartridges must not contain azo dyes that can release aromatic amines listed in the [EU REACH Regulation No. 1907/2006](#). Powder toners and inks must not contain mercury, cadmium, lead, nickel and hexavalent chromium (criteria also used for equipment managing service).



- Office equipment must be designed for disassembly.
- Provision of an instruction manual (in electronic format) with reference to environmental impacts.
- Noise requirements:
  - For monochrome printing mode, within the limits of  $LWAd = (59 + 0.35 \times S_{bw})$  dB(A)
  - For colour printing mode, within the limits of  $LWAd = (61 + 0.3 \times S_{co})$  dB(A)
- Digitisation and archiving of documents to allow storage of paper documents, management and thus less use of paper.

**Award criteria:**

The contract was awarded on the basis of the 'most economically advantageous tender' with 60 points available for economic criteria and 40 points available for technical merit. The technical criteria included the following:

- The supplier can deliver a service that provides an analysis of the organisation, particularly all the actions requested to apply a change management process that is less resource and energy intensive.
- Provision of training to include the study of advanced technical issues for the management and use of installed office equipment.
- The supplier can provide a service for the collection of the old electrical waste and electronic equipment (WEEE). The administration will detail the type, weight (in kg) and the amount of office equipment and any other information necessary for the traceability of waste.

**Contract performance clauses included the following:**

- The supplier must draw up and implement a Green Printing Policy, which includes the automatic shutdown of office equipment by establishing a predetermined time of inactivity and setting the timer to switch off the equipment on weekends to save energy.
- Double-sided printing functionality set as default, and printing functionality of two or more pages per sheet.
- Provide a Total Cost of Ownership (TCO) report: the supplier shall monitor all associated costs of the service including office equipment, installation and supply of materials, maintenance, waste treatment and disposal. The supplier must make such information available through a periodic report (clause also used for equipment managing service).
- All equipment must support the use of recycled paper.
- Provision of a training service for users on printing, toner consumption, etc. to help implement change management policy (that is, a change in the print and copying approach by staff) in the public administration concerned.

Duration of the service: This varies and can be adapted to the specific needs of the public authority calling-off/purchasing from the framework agreement. The Click & Save service could run for 36, 48 or 60 months. The equipment management service could run for 12, 24 or 36 months.

The framework contract followed the guidelines of the Italian NAP for GPP and is compliant with the provision of DM 22/02/2011 [Minimum Environmental Criteria for IT products](#).

**Results**

The framework agreement has an approximate value of 54,322,400 euro and was awarded in December 2014. Seven suppliers participated in the public tendering process. Several public authorities have shown interest in buying from the framework agreement; however, implementing the "change management" requirements is challenging for employees to meet.

The new print and copy management services are expected to save approximately 6,887,979 kWh per year and 34,439,895 kWh during the lifetime of the service. This translates to CO<sub>2</sub> savings of 4,417 tonnes of CO<sub>2</sub> equivalents per year and 22,085 tonnes of CO<sub>2</sub> equivalents during the lifetime. For information on the assumptions made to arrive at these figures, please consult the following [link](#) from the EU-funded GPP 2020 project.

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## Environmental impacts

- The Click & Save mechanism helps to reduce energy consumption and paper consumption due to the control of the printed output.
- Moving away from single user machines creates printing areas which emit less ozone, dust and noise.
- The Green Printing Policy allows continuous monitoring of the environmental impacts and resource consumption.

## Lessons learned

- From a strategic point of view, the service enables efficiency and flexibility for printing and copying needs and ensures the timely renewal of the equipment needed.
- For public bodies using the framework agreement, the (environmental) monitoring will become easier through the use of this approach. The training course offered by the service provider further supports uptake of the new approach by the organisation's staff (users of the service). This aspect has been essential for the overall success of the framework agreement.
- Finally, Consip is considering reducing the prints per user threshold for new framework agreements to enable them to reach more ambitious environmental targets.

For more information, please see [European GPP criteria](#) for Imaging Equipment and the [Technical Background Report](#).  
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