



Invitation to Tender for Managed Multi-Function Print Services

Background/Organisational Details

Empower is a local development company situated in Fingal. Empower is responsible for the delivery of a range of Government funded programmes to meet the needs of individuals, families and community groups in the area. Our work is underpinned by community development approaches and principles.

Empower acknowledges the 2030 Agenda for Sustainable Development adopted by all UN Member States in 2015, which provides a blueprint for peace and prosperity for people and the planet. Central to this are the UN 17 Sustainable Development Goals (SDGs). These represent an urgent call for action by all countries who recognise that ending poverty and other deprivation must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth while tackling climate change and working to preserve our oceans and forest.

Empower's Sustainable Procurement Process enables us to meet our needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis in terms of generating benefits not only to us as an organisation, but also to society and the economy, while minimising damage to the environment.

The Proposal

Empower invites tenders from suitably qualified providers for the management, maintenance and support of its existing multi-function print estate, associated consumables, PaperCut administration and a planned migration from the current PaperCut MF architecture to PaperCut Hive or an approved equivalent cloud-native target solution.

Tenderers are required to:

- Maintain all four Ricoh multi-function devices in a reliable and secure condition.
- Provide remote and onsite break-fix support, preventive maintenance, parts and consumables.
- Manage print, copy and scan functionality in collaboration with Empower and its IT Managed Service Provider.
- Remove dependency on current print server by designing, licensing, implementing and supporting PaperCut Hive.
- Preserve secure print release, user authentication, reporting and relevant scan workflows through transition.
- Provide transparent per-device, per-page, licence, project and optional-service pricing.

Current print environment

Device	Quantity	Location	Current platform / notes
Ricoh IM C4500	1	Dillon House, D15 KT2X	PaperCut MF embedded functionality; validate exact model and options.
Ricoh IM C3000	2	Dillon House, D15 KT2X Base C2/C3, D15 WK74	PaperCut MF embedded functionality; validate exact models and options.
Ricoh IM C3100	1	Avondale Park, D15 T92F	PaperCut MF embedded functionality; validate exact model and options.
Total	4	Four offices	Current estate is to be supported at contract commencement; no automatic replacement assumption.

Current and target print management

The current devices are front-loaded with PaperCut MF software and functionality. Empower's target direction is to remove reliance on a print server by upgrading to / implementing PaperCut Hive. The successful Tenderer must validate the current licensing and configuration, confirm device and firmware compatibility, and deliver an agreed target design without loss of required secure print, copy, scan, authentication, tracking or reporting functionality.

Scope of managed print services:

- **Device maintenance and break-fix**
 - Preventive maintenance and manufacturer-aligned servicing.
 - Remote diagnosis and onsite engineer attendance.
 - All labour, travel, parts and replacements clearly included or separately identified.
 - Firmware and device-software maintenance under change control.
 - Loan / contingency arrangement where a device cannot be restored within the agreed target.
- **Consumables and meter management**
 - Proactive supply of genuine or expressly approved consumables before depletion.
 - Remote meter collection and transparent mono / colour readings.
 - No-charge delivery and recycling / collection of empty toner and consumables.
 - Excluded consumables such as paper, staples or waste containers to be clearly stated.



- **Print, copy and scan support**
 - Support for printing, copying, secure release, scanning and relevant device functions.
 - Driver, queue, embedded app and device configuration in collaboration with the IT MSP.
 - Troubleshooting of scan-to-email, scan-to-folder and approved cloud workflows.
 - Knowledge articles and user guidance for common tasks.
- **Moves, changes and lifecycle**
 - Support for office moves, device relocation, network changes and user authentication changes.
 - Annual device health, security, usage and lifecycle review.
 - Options for upgrade or replacement during the term, subject to approval and competitive value assessment.
 - Secure data removal with certification at device replacement or exit.
- **Service desk and third-party coordination**
 - Telephone, email and portal support during agreed business hours.
 - Ticket ownership through resolution, including coordination with Empower, the IT MSP, PaperCut and Ricoh / authorised partners.
 - Clear escalation path and named account / service manager.

PaperCut Hive migration and cloud print management:

- **Required outcome**

The Tenderer must propose and deliver a controlled migration from the current PaperCut MF environment to PaperCut Hive, subject to validated device compatibility, licensing and Empower approval. The design should remove operational dependency on a dedicated print server while maintaining required business and security outcomes.
- **Discovery and design**
 - Document existing PaperCut MF server, database, queues, drivers, users, groups, policies, authentication methods, card readers, embedded apps, reports and scan actions.
 - Confirm current and target licence ownership, subscription term, renewal dates and data processing locations.
 - Assess each Ricoh model, firmware and embedded-app compatibility.
 - Define identity and user onboarding, including Microsoft Entra ID integration where approved.
 - Define print job routing, client requirements, resilience, offsite printing policy and local-network behaviour.
 - Map each current function to retain, replace, redesign or retire.
 - Provide security, privacy, testing, rollback, business continuity and exit designs.

- **Migration deliverables**

- Configured PaperCut Hive tenant and least-privilege administration.
- Deployed and tested Ricoh embedded applications and print queues / drivers.
- Secure print release and approved authentication methods.
- Approved print, copy and scan tracking, reports, policies and scan workflows.
- Pilot, phased cutover, rollback plan, user communications and training.
- As-built design, licences, administrator guide, support runbook and asset / configuration records.
- Hypercare and formal acceptance against agreed test cases.

- **Compatibility qualification**

Tenderers must not assume that every device supports every PaperCut Hive function. Any limitation, prerequisite, firmware change, unsupported feature, additional licence, hardware/card-reader change or device replacement must be stated clearly and priced separately. Proposed equivalents require Empower's prior approval.

Requirements for Tenders:

Each tender should contain an outline of the following:

- History and background of company, relevant experience and qualifications (copies required).
- Processes and procedures to support and/or advance the green and sustainable agenda.
- Current Tax Clearance Certificate or Tax Reference Number (TRN) and Tax Clearance Access Number (TCAN).
- Turnaround Time
- Costing mechanism for service provision.

With regard to costings:

- It is proposed that payment will be made electronically, on a monthly basis on receipt of invoice and supporting documentation, where relevant.
- The tender price must be all inclusive, clearly shown exclusive of VAT; the VAT rate must be specified.

Timescale

The contracted period will run from 1st January 2027 to 31st December 2027, with an option to extend for a period of up to two years, no later than 31st December 2029.

Freedom of Information

Empower undertakes to use its best endeavours to hold confidential any information provided by you, subject to our obligations under the law, including the Freedom of Information Act 1997, 2003 and 2014. Should you wish any information supplied not to be disclosed because of its sensitivity you should identify same and specify the reason(s) for its sensitivity. Whilst this will be taken into consideration, the compliance of the Freedom of Information Act will always take precedence over the release of material.



Procedure for Tenders

Empower tendering process is based on principles of value for money, integrity and fairness. Our tender evaluation process takes into account quality, methodology and previous experience with our target groups, in a manner to ensure value for money.

Consideration will be given to processes and procedures which support and/or advance the green and sustainable agenda.

Tender submissions should be emailed directly to rft@empower.ie. Please include the following as the subject title:

Managed Multi-Function Print Services

Tender submissions should arrive ***no later than 5.00pm on Monday 23rd November, 2026***. Submissions received after the specified time and date will not be accepted.

The provision of this service will be subject to appropriate funding being secured by Empower.

Award Criteria

The tender evaluation committee using the “Most Economically Advantageous Tender” criteria set out below, will evaluate tenders based on (not in descending order of importance):

- Cost (40 marks)
- Quality of Service, Knowledge & Experience (30 marks)
- Turnaround Time/Returns Policy (30 Marks)
- Social Clause (20 marks)

Insurance and Indemnity

The tenderer will provide the necessary evidence that Empower is indemnified and that the tenderer has the necessary insurance in place.



Rialtas na hÉireann
Government of Ireland



Arna chomhchistiú ag
an Aontas Eorpach

Co-funded by the
European Union



Clár Oiriúnachais Pobail
agus Cúimse Sóisialta



an rialtas ag tacú le pobail



An Ghníomhaireacht um
Leasú agus an Teaghlach
Child and Family Agency



National Clinical
& Integrated Care Programmes
Person-centred, co-ordinated care



NICPOP
National Integrated Care
Programme for Older Persons



Sláintecare.
Healthy
Communities



An Roinn Leanaí, Míchumais
agus Comhionannais
Department of Children,
Disability and Equality



An Roinn Oideachais
agus Óige
Department of Education
and Youth



An Roinn Dlí agus Cirt,
Gnóthaí Baile agus Imirce
Department of Justice,
Home Affairs and Migration



An Roinn Forbartha Tuaithe
agus Pobail agus Gaeltachta
Department of Rural and Community
Development and the Gaeltacht



An Roinn Coimirce Sóisialaí
Department of Social Protection

"Tá an Clár um Chuimsiú Sóisialta agus Gníomhachtú Pobail (SICAP) cómhaoinithe ag Rialtas na hÉireann, tríd an Roinn Forbartha Tuaithe agus Pobail agus Gaeltachta, agus Ciste Sóisialta na hEorpa Plus faoin gClár Fostaíochta, Cuimsiú, Scileanna agus Oiliúna (EIST) 2021 -2027."

"This Project is supported by the Department of Children, Disability and Equality".

"This National Anti-Racism Roadmap Project is supported by the Ireland Against Racism Fund".

"This project is supported by the Department of Rural, Community Development and the Gaeltacht and Pobal through the Community Services Programme".

"This Project is supported by the LGBTIQ+ Community Services Fund 2026".