

Chief Officer Decision Notice

For non-key decisions



Notice is hereby given that the following Chief Officer Decision has been made, as delegated by the Cabinet/Cabinet Member or under their delegated authority in the Council's Constitution.

1. NOTICE FOR PUBLICATION

Title of decision	Upgrade of Multi-Function Devices (Printers) across Hillingdon Sites
Name and Title of Chief Officer(s) making the decision	Tony Zaman (Chief Executive) and Matthew Wallbridge (Chief Operating Officer)
Directorate	Corporate Services
Reference No.	2026/1667
Date of decision	20 March 2026
Relevant Ward	N/A

Details of Decision Taken

Decision	<p>The Chief Officer agrees to:</p> <ol style="list-style-type: none">1. Award a 2-year flexible contract to Office Odyssey for the provision of Multi-Functional Devices (MFD's).2. The 2-phased replacement of all MFD's within Hillingdon and remote sites.<ol style="list-style-type: none">a. Phase1-The replacement of all Canon MFDs at libraries, provision of devices for the new Charville care home sites, and other business critical sites that require reliable printing 24/7 (Heathrow IFO)b. Phase2 - A subsequent review and rationalisation of all Xerox devices at the Civic Centre and other remote sites, ensuring device numbers are streamlined in line with current demand.3. That both phases are to be delivered within the existing annual budget for 2026/27 of £220,880.4. Note that, following implementation of this project, officers intend to explore options for enabling secure BYOD and personal device printing within libraries and Council buildings, with any associated costs and fee structures to be subject to a separate approval report in due course.
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<p>Reason for decision</p>	<p>The Council’s current fleet of Canon and Xerox MFDs is approaching end-of-life, with Canon ceasing support for existing devices. There is an urgent operational need to replace these, particularly in libraries, new care home sites, and the Heathrow Imported Food Office, where reliable printing, scanning, and copying are essential for service continuity. The Councils other MFD fleet with Xerox are also nearing end of life and a new stable contract is required to streamline the number of support contracts in place, while reducing the hardware footprint and introducing flexibility into the contract that allows devices to be added and removed in line with council requirements.</p> <p>Taking a two phased approach give us the best flexibility to meet the demand of new sites and address reliability issues with equipment at old sites that only have one printer and there are limited options for further reduction, whilst also giving us the ability to further review the areas where greater consolidation is possible due to other transformation initiatives driving up digital channels (e.g. Civic Centre).</p> <p>This phased approach also establishes the technical foundation for future enhancements, including the potential introduction of secure BYOD and personal device printing, which will be investigated separately and brought forward for approval once costs and delivery options are fully understood.</p>
<p>Alternative options considered and rejected</p>	<ul style="list-style-type: none"> • Do nothing / continue with existing estate Rejected due to increasing failure rates, withdrawal of supplier support, and risk of service disruption. • Extend legacy Xerox and Canon arrangements Rejected as this would perpetuate a high energy, high maintenance estate with limited flexibility and poor environmental performance • Single phase wholesale replacement Considered but discounted in favour of a phased approach that allows device numbers and specifications to be aligned to actual usage.
<p>Factors considered</p>	<ul style="list-style-type: none"> • Operational continuity: Ensuring critical sites retain reliable print and scan capability throughout the transition. • Value for money: Competitive pricing, flexible rental terms, and inclusion of plotters free of charge. • Sustainability: Epson Heat-Free technology delivers substantial reductions in energy use and CO₂ emissions compared to laser devices. • Flexibility: Ability to scale device numbers up or down with 90 days’ notice.

	<ul style="list-style-type: none"> • Internal consultation: Engagement with Technology, Procurement, Libraries and service leads during site walkthroughs and proposal reviews.
Report Author & Directorate	<p>The person / post preparing this decision notice and appendices for the Chief Officer to decide.</p> <p>Dale Gordon – ICT Service Manager</p>

Legal and Finance Comments

Finance comments	The Council intends to award a 2-year printing contract to Office Odyssey Ltd, which will be fully funded from the existing Technology contracts budget. The D&B failure score for Office Odyssey Ltd is 55 indicating low to moderate risk of severe financial stress. This is within acceptable limits for the council.
Finance Officer name and Title	Chris Malin Head of Finance – Corporate Services and Finance
Legal Comments	<p>The Council's Procurement and Contract Standing Orders ordinarily require competitive tenders to be sought before a contract is awarded. However, Standing Order 4.1(c) confirms that the use of established compliant frameworks is authorised and the requirement for obtaining best value and adequate competition, competitive tenders or quotations shall therefore not be required.</p> <p>Legal Services confirms that there are no legal impediments to the Council awarding the contract directly to Office Odessey via the National Education Printer Agreement (NEPA) 3 Framework agreeing to the recommendations as set out in the body of the report.</p>
Legal Officer Name and Title	Neena Sharma, Deputy Principal Lawyer, Contract Lawyer. 12.03.2026

Appendices / report attached

List here any report / appendices / e.g. tender evaluations or other documentation to be included in support of this decision	Report (exempt)
Exempt Classification	This report contains exempt information and is strictly not for public release.

	That this report be declared as exempt from publication as it involves the disclosure of information in accordance with Section 100(A) and paragraph 3 of Part 1 of Schedule 12A, in that the report contains information relating to the financial or business affairs of any particular person (including the authority holding that information) and that the public interest in withholding the information outweighs the public interest in disclosing it.
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Cabinet Member & other Chief Officer consultation

Name and Title of any other Chief Officer(s) you have consulted with and as per any delegation.	Steve Muldoon, Corporate Director of Finance - 20/03/2026
Name and Title of the Cabinet Member you have consulted, and as per any delegation	Cllr Lavery, Cabinet Member for Finance & Transformation – 26/03/2026
Any conflicts of interest declared by the Chief Officer making this decision and/or Cabinet Member who is consulted by the officer which relates to the decision - or if dispensation by the CEO was granted to them.	N/A


Authority for this decision

Detail authority from Cabinet or under delegated authority in the Constitution / Officer Scheme of Delegations	<p>Cabinet on 23 December 2025 provide for delegated authority to officers for decisions aligned to the Digital Strategy as set out below. This decision can therefore be taken by the Chief Officer in consultation with the Corporate Director of Finance and Cabinet Member.</p> <p>London Borough of Hillingdon - Agenda for CABINET on Tuesday, 23rd December, 2025, 7.00 pm</p> <p>RESOLVED:</p>
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	<p>That Cabinet:</p> <ol style="list-style-type: none"> 1) Notes the annual update, as set out in the report; 2) Agrees to continue delivery of the Digital Strategy 2024-27, and endorses the next steps set out in paragraphs 59 - 62; 3) Agrees to extend the existing delegated authority from Cabinet on 10 October 2024 into 2026/2027, which provides for the Chief Operating Officer to implement the Digital Strategy, agree project variations, incur capital expenditure within approved budget and make all necessary procurement decisions, in consultation with the Corporate Director of Finance and Cabinet Member for Finance & Transformation; 4) Agrees to a further annual report in a year's time, setting out progress on the Strategy and delivery of savings targets, seeking agreement to the programmes and projects for the upcoming financial year and seeking further delegated authority if required.
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2. APPROVAL

Formal approval by Chief Officer making the decision

Signed  *M.P. Wallbridge*

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Date...20/03/2026.....

CHIEF EXECUTIVE OFFICER / CHIEF OPERATING OFFICER