



TECHNICAL TERMS
Small print. Big experience.



Book a meeting:



www.technical-terms.co.uk
simon@technical-terms.co.uk
01904 899794

Blackmail doesn't work

Situation

An international digital print solutions company informed a university client that they wished to make significant alterations to the agreed (but unsigned) managed print services contract just three weeks before the start of the 2017 academic year.

Problem

The proposed alterations would have adversely affected the level and volume of service. To remedy this, costs would need to increase by about £70,000 over 4 years. The university felt that it was 'held to ransom'. It apparently had no choice but to agree to increased costs or risk losing its ability to print for several weeks into the new academic year.

Action

Simon was asked to endorse the university's agreement but declined to do so. Instead, he reviewed the pre-tender documentation. Buried in the voluminous paperwork was a clause that stated that the successful bidder was required to accept the university's contract as drawn. Simon brought this to the attention of the company which promptly backed down.

Result

The contract was signed without alteration resulting in the engagement of a high quality managed print services contract at the agreed cost.