Freedom of Information Act 2000 disclosure log entry

Reference

17-18139

Date sent

17/09/2017

Subject

MFD Contracts and Usage

Details of enquiry

1. Please confirm if you are in contract for a fully outsourced managed print service.

2. Does this include Multi-Functional Devices (MFDs) and printers?

3. Please confirm contract number title/reference on Contracts finder https://www.contractsfinder.service.gov.uk/Search or OJEU ref number on http://ted.europa.eu/TED/main/HomePage.do

4. Please confirm date from and date to of contract awarded and what extensions if any.

5. Please confirm who the contract was awarded to.

6. Please confirm the name or job role of the employee that is responsible for the management of the printer estate for your organisation.

7. Please confirm if you currently reclaim the VAT on the managed service contract.

8. Please confirm the current Service Level Agreements (SLA's) in place and whether these SLA's have been met over the last 12 months.

9. Please confirm if you intend to go out to tender next time or call off an existing framework. If so, which one?

10. How many MFDs do you have?

11. What is the annual spend on MFDs – including lease costs, consumables, costs per click and service charges?

12. How many printers do you have?

13. What is the annual spend on printers – including lease costs, consumables, costs per click and service charges?

14. What is the annual spend on toners outside of any contract that is in place with a 3rd party?

15. Please confirm the annual volumes of mono and colour prints.

16. How much time a month does the IT team spend on printer queries from end users?

17. Do you have any mobile print capabilities?

18. Do you have any secure print capabilities?

19. What print management software do you use across the organisation?

20. What remote monitoring software do you use across the organisation?

21. How many locations do you have?

Response Sent

1. Please confirm if you are in contract for a fully outsourced managed print service.
   Yes

2. Does this include Multi-Functional Devices (MFDs) and printers?
   Yes

3. Please confirm contract number title/reference on Contracts finder
   https://www.contractsfinder.service.gov.uk/Search or OJEU ref number on
   http://ted.europa.eu/TED/main/HomePage.do
   22471105

4. Please confirm date from and date to of contract awarded and what extensions if any.
   01/08/2015

5. Please confirm who the contract was awarded to.
   Ricoh

6. Please confirm the name or job role of the employee that is responsible for the management of the printer estate for your organisation.
   David Wyndham Lewis, Director of Transformation and Technology.

7. Please confirm if you currently reclaim the VAT on the managed service contract.
   Yes.

8. Please confirm the current Service Level Agreements (SLA's) in place and whether these SLA's have been met over the last 12 months.
   SLA's have been met

9. Please confirm if you intend to go out to tender next time or call off an existing framework. If so, which one?
   Out to tender

10. How many MFDs do you have?
    49

11. What is the annual spend on MFDs – including lease costs, consumables, costs per click and service charges?
    £83k

12. How many printers do you have?
    0

13.   What is the annual spend on printers – including lease costs, consumables, costs per click and service charges?

0

14.   What is the annual spend on toners outside of any contract that is in place with a 3rd party?

0

15.   Please confirm the annual volumes of mono and colour prints.

Mono 2,154,434

Colour 775,909

16.   How much time a month does the IT team spend on printer queries from end users?

Not applicable. See reply to question 12 above.

17.   Do you have any mobile print capabilities?

No

18.   Do you have any secure print capabilities?

Yes

19.   What print management software do you use across the organisation?

Equitrac

20.   What remote monitoring software do you use across the organisation?

Equitrac

21.   How many locations do you have?

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