

Reference Number: FOI202324/561
From: Commercial
Date: 11 March 2024
Subject: Managed Print and Reprographic Services

Q1 Please can you provide details of current contracts for Managed Print Services and Reprographic Services? Specifically, I am interested in:

- a) The start and end dates of these contracts
- b) The annual value of each contract.
- c) The names of the service providers involved.
- d) Are there any extension clauses in these contracts, if so how long?

A1 a) Start date: 01/07/2023 End date: 01/08/2028
b) £179,745.20
c) Konica Minolta Business Solutions (UK) Limited for all devices
d) None specified

Q2 What process was used for the procurement of these services (e.g., open tender, direct award)?

A2 Crown Commercial Services Framework

Q3 Where any frameworks used for the procurement? If so, which ones?

A3 Yes - as per A2

Q4 What are the key performance indicators (KPIs) and service level agreements (SLAs) outlined in these contracts?

A4 MFD Response - Maximum Average 4hrs, Device uptime 98%, first time fix 95%

Q5 How does the Authority evaluate the performance of these services?

A5 Quarterly Meetings

Q6 Does the Authority have any policies or criteria in these contracts related to environmental sustainability or carbon footprint reduction?

A6 No

Q7 Can you provide a summary of expenditure on Managed Print Services and Reprographic Services for the last two financial years?

A7 Managed Print Services: Commercially sensitive information is that relating to our sales, prices, marketing activity or details of our customers. Making it available could be advantageous to a competing business and could harm our commercial interests by preventing us from competing in future competitive processes fairly, which would not be in the public interest.

Reprographic Services: Information not held – the data provided is the expenditure on Managed Print Services only as the Trust does not have a print room of perform reprographics.

Q8 Could you provide any available data on the volume of printing and reprographic services utilised during the same period?

A8 Managed Print Services:
2022/2023- 3.3M Total volume, 80% Mono, 20% Colour split.
2023/2024- Volume figure not yet known. With year end activities this is not currently available.

Reprographic Services: Information not held – the data provided is the expenditure on Managed Print Services only as the Trust does not have a print room of perform reprographics.

Q9 Please can you provide numbers and a breakdown summary of current devices in use, i.e A3/A4, colour/mono etc?

A9 Mono: 2.39m, Colour: 634k
A4 Devices: x 39
A3 Devices: x 35
Wide Format Device: x 1

Q10 Please provide the best contact for the running of these services, that would be very much appreciated

A10 Leanne Fearnough, Associate Director of Operational IT