

Reference Number: FOI202122362
From: Private Individual
Date: 18 November 2021
Subject: Managed print

Q1 Are you in contract for a fully outsourced managed print service.

A1 Yes

Q2 Does this include Multi-Functional Devices (MFDs) and printers?

A2 MFDs only

Q3 Please confirm date from and date to of contract awarded and what extensions if any.

A3 1st August 2020 – 31/07/2025, with 12 month extension

Q4 Please confirm who the contract was awarded to.

A4 Lexmark

Q5 Please confirm the name or job role of the employee that is responsible for the contract management of the printer estate for your organisation.

A5 Dean Eyre, Associate Director of Operational IT

Q6 Please confirm if you currently reclaim the VAT on the managed service contract.

A6 Yes

Q7 Please confirm the current Service Level Agreements (SLA's) in place and whether these SLA's have been met over the last 12 months.

A7 SLA covering Maintenance Call performance/response, Consumable Delivery, Fleet Uptime

Q8 Please confirm if you intend to go out to tender next time or call off an existing framework. If so, which one?

A8 No

Q9 How many MFDs do you have?

A9 83

Q10 What is the annual spend on MFDs – including lease costs, consumables, costs per click and service charges?

- A10 £95,000 ex VAT
- Q11 How many printers do you have?
- A11 Zero – not applicable
- Q12 What is the annual spend on printers – including lease costs, consumables, costs per click and service charges?
- A12 Information not held – as per A11
- Q13 What is the annual spend on toners outside of any contract that is in place with a 3rd party?
- A13 2019/20 - £27,944.55 – This spend is under contract but is for stand-alone printers and separate from the MFD contract.
- Q14 Please confirm the annual volumes of mono and colour prints.
- A14 Mono - 4,522,619
Colour – 2m1,187,820
- Q15 How much time a month does the IT team spend on printer queries from end users?
- A15 5%