



Information Governance

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ID Number – FOI 5023

Title: Multifunctional Devices in the Trust

I am now in a position to respond to your request; please see our responses below:

Question:	Trust Response:
1) Please confirm if you are in contract for a fully outsourced managed print service	Yes.
2) Does this include Multi-Functional Devices (MFD's) and printers?	Yes.
3) If no do you have a contract in place for your printers and MFS's copies?	Not applicable.
4) For 1 and 3 above 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	The tender is not out yet. Surrey & Borders Partnership Foundation NHS Trust are still looking for options.
5) Please confirm date from and to of any print relate contracts awarded and what extensions are available, if any.	Contract from June 2015 to June 2018.
6) Please confirm who the contract was awarded to	Konica Minolta.
7) Please confirm the name or job role of the employee that is responsible for the management of the printer estate for your organisation.	Procurement.
8) Please confirm if you currently reclaim the VAT on the managed service contract?	Yes.
9) Please confirm the current Service Level Agreements (SLA's) in place and whether these SLA's have been met over the last 12 months.	Yes.
10) Please confirm if you intend to go out the tender next time or call off an existing framework? If so, which one?	Issue being reviewed.

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Question:	Trust Response:
11) How many MFD's do you have?	147.
12) What is the annual spend on MFD's – including; lease costs, consumables, costs per click and service charges?	Approximately £250,000.
13) How many printers does the Trust have?	53 networked printers.
14) What is the annual spend on printers – including; lease costs, consumables, costs per click and service charges?	Estimated spend, £8,000.
15) What is the annual spend on toners outside of any contract that is in place with a 3rd party?	The estimated toner cost outside of contract is around £10K a year (printer/faxes being phased out).
16) Please confirm the annual volumes of mono and colour prints?	Estimated print volumes: Mono 5.5million; Colour prints: 4.1 m
17) How many tickets have been raised to IT for printer related issues.	461 (please note we am unable to distinguish calls against MFD's or standard network and desktop printers)
18) Do you have any mobile print capabilities?	No.
19) Do you have any secure print capabilities?	Yes, SafeQ.
20) What print management software do you use across the organisation?	SafeQ and Microsoft Print Management
21) What remote monitoring software do you use across the organisation?	Microsoft Print Management
22) How many locations do you have?	47 sites.