

Information Governance

White Building
Littlemore Mental Health Centre
Sandford Road
Littlemore
Oxford
OX4 4XN

Tel: 0845 219 1269
Fax: 0845 219 1275
Web: www.oxfordhealth.nhs.uk

17 August 2017
Reference no. 17180152

Dear

Request for Information: Freedom of Information Act

Thank you for your email of 14 August, making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

Request and Response:

1. Please confirm if you are in contract for a fully outsourced managed print service.
Contract
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> NA
4. Please confirm date from and date to of contract awarded and what extensions if any.
August 2017 to August 2022
5. Please confirm who the contract was awarded to. Ricoh UK Limited
6. Please confirm the name or job role of the employee that is responsible for the contract management of the printer estate for your organisation. Victoria Spear
7. Please confirm if you currently reclaim the VAT on the managed service contract. No
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. NA

9. Please confirm if you intend to go out to tender next time or call off an existing framework. If so, which one? NA
10. How many MFDs do you have? 433
11. What is the annual spend on MFDs – including lease costs, consumables, costs per click and service charges? Section 43 applied
12. How many printers do you have? 30
13. What is the annual spend on printers – including lease costs, consumables, costs per click and service charges? NA
14. What is the annual spend on toners outside of any contract that is in place with a 3rd party? NA
15. Please confirm the annual volumes of mono and colour prints. Circa 17900000 & 3350000
16. How much time a month does the IT team spend on printer queries from end users? Not recorded, but insignificant
17. Do you have any mobile print capabilities? Yes
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? SCOM
21. How many locations do you have? Circa 200

The Trust is unable to comply with the element of your request relating to spend value and has applied section 43 to this element of the request. The Trust has not disclosed this information and relies on section 43 in this respect. The Trust would not be able to obtain best value in tendering, negotiating and contracting for these services, and there would be likely to be prejudice to the commercial interest of the Trust and providers of such services as a result.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance