

Information Governance

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13 March 2018
Reference no. 17180352

Dear

Request for Information: Freedom of Information Act

Thank you for your email of 12 February, 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:](#)

[Managed printing services](#)

- 1) [Does the organisation have a managed print service?](#) Yes
 - a. [If so please state the name of the supplier used](#) Ricoh
- 2) [Contract end date](#) 01/01/23
- 3) [Total annual cost \(2016/17\)](#) Section 43 exemption applied.
- 4) [Please provide the details of individual responsible for authorising/signing the contract for the organisations procurement of printer devices – please provide the following](#)
 - a. [Name](#) Stuart Bell
 - b. [Job Title](#) CEO
 - c. [Maximum Sign-off](#) £10m

[Infrastructure](#)

- 5) How many printer devices does the NHS organisation have? 460
- 6) Please provide a breakdown of the number of printers by the following types of devices:
 - a. MFDs (floor standing A3/A4 MFDs) 460
 - b. Networked Printers (A4 printers, desktop MFDs) 371
 - c. Personal Printers (A4 inkjet and small all in one devices not networked) 89
- 7) How many staff within the organisation use IT services and can print to printers and MFDs? incl. all staffing groups e.g IT, doctors, admin, secretaries etc. 6000
- 8) What is the total number of pages produced per member of staff, each month? 3000000
- 9) What is the estimated % of pages printed in colour each month? Information not held.

Supply & Operational Costs

- 10) How much does it cost the NHS organisation to process a consumable transaction?

ie. This should include all costs associated to raising a purchase order; raising a requisition, budgetary approval, choosing the source, raising the physical purchase order, communicating it to the supplier, receiving the goods or services, reconciling the purchase order and invoice, approving the invoice for payment, paying the invoice and archiving the documents £70
- 11) What is the cost per call to the provider's help desk/service desk? N/A
- 12) What is your power cost per kWh for 2016/17? 0.11p

This represents the cost that the organisation pays for electricity divided by the total electricity consumed (kWh)
- 13) What is the average capital write-down, lease or rental period for the printers & MFDs within the organisation (e.g. 3, 4, 5 years)? 5
- 14) Does the organisation use non-original equipment manufacturer (non-OEM) consumables? If so, what savings has the organisation achieved through these purchases? No
- 15) Has the trusted funded (either through capital or external financing) any projects relating to the procurement of printer devices? No
 - a. If so, how much has the organisation invested?
 - b. What is the expected/planned annual savings for the project?

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