

Bob Duncan

020 7270 5000
foirequests@hmtreasury.gov.uk
www.gov.uk/hm-treasury

20 December 2019

Dear Mr Duncan

Ref: FOI2019/17447

Freedom of Information Act 2000: HM Treasury printing

Thank you for your enquiry of 22 November 2019, which we have considered under the terms of the Freedom of Information Act 2000 (the FOI Act).

You asked for the following information:

- "1. Please confirm if you are in contract for a fully outsourced managed print service.*
- 2. Does this include Multi-Functional Devices (MFDs) and printers?*
- 3. Please confirm date from and date to of contract awarded and what extensions if any.*
- 4. Please confirm who the contract was awarded to.*
- 5. Please confirm the name or job role of the employee that is responsible for the management of the printer estate for your organisation.*
- 6. What are the current mailing processes? E.g franking etc?*
- 7. Please confirm the current Service Level Agreements (SLA's) in place and whether these SLA's have been met over the last 12 months.*
- 8. Please confirm if you intend to go out to tender next time or call off an existing framework. If so, which one?*
- 9. How many MFDs do you have?*
- 10. What is the annual spend on MFDs – including lease costs, consumables, costs per click and service charges?*
- 11. How many printers do you have?*
- 12. What is the annual spend on printers – including lease costs, consumables, costs per click and service charges?*
- 13. What is the annual spend on toners outside of any contract that is in place with a 3rd party?*
- 14. Please confirm the annual volumes of mono and colour prints.*
- 15. How much time a month does the IT team spend on printer queries from end users?*
- 16. Do you have any mobile print capabilities?*
- 17. Do you have any secure print capabilities?*
- 18. What print management software do you use across the organisation?*
- 19. What remote monitoring software do you use across the organisation?*
- 20. How many locations do you have?*
- 21. Is there a Digital Transformation strategy in place and if so who is responsible for this?"*

I can confirm that HM Treasury does hold some information within the scope of your request.

1. Yes. The contract includes HM Treasury and Treasury's Arm's Length Bodies (ALBs) as part of wider shared services.
2. The contract only covers MFDs.
3. The contract is from April 2014 for an initial term of 48 months (4 years) with optional extensions of 3 periods of 12 months (1 year) each, up to a maximum of 84 months (7 years).
4. The supplier is Centerprise International Ltd
5. The HM Treasury Chief Information Officer (CIO)
6. Franking and postal services are part of a different outsourced contract.
7. The SLA for our printing contract is on contracts finder and can be found using the following link: <https://data.gov.uk/data/contracts-finder-archive/contract/1666942/>.

We consider that the supplier performance data requested engages the exemption in section 43(2) of the FOI Act (commercial interests). Section 43 is a qualified exemption and we are required to balance the public interest in disclosure and non-disclosure. In this case we recognise that there is a public interest in transparency in the accountability of public funds and of a public understanding of the basis of these contractual arrangements. There is also a public interest in knowing that the Government is achieving value for money and that suppliers are meeting their contractual obligations under the terms of any SLAs in place.

However, there is also a strong case for non disclosure, as we consider that release is likely to prejudice the commercial interests of the company concerned. Additionally, release might undermine the negotiating position of the Department in any future negotiations on contracts of this type. On balance, we have concluded that the public interest favours withholding this information.

8. At this time no decision has been made.
9. There are 161 MFDs used by HM Treasury and its ALBs
10. The annual spend on MFDs and printers including lease costs, consumables, costs per click and service charges is approximately £495,000
11. Zero
12. Not applicable
13. HM Treasury does not hold this information
14. Annual volumes for mono printing are approximately 3,024,000 and colour 3,490,000
15. The print service is a fully managed service so HM Treasury does not hold this information.
16. Yes
17. Yes
18. Sendys is the print software used across the organisation
19. Remote monitoring forms part of the fully managed service and we do not hold the information
20. HM Treasury has 4 locations
21. HM Treasury's Chief Information Officer is responsible for Treasury's digital strategy

If you have any queries about this letter, please contact us. Please quote the reference number above in any future communications.

Yours sincerely

IRU

Information Rights Unit

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