



Freedom of Information request 1700-19

- 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?**

RESPONSE

- 1. No – contract is for provision and support of MFDs & printers only.**
- 2. This is the entirety of the provision of the contract.**

3. Date awarded: 18th June 2014 to 17th June 2019, extended 18th June 2019 to 17th June 2020.
4. Konica Minolta.
5. Business Manager.
6. Franking.
7. SLA's:
 - Average Uptime of 98%
 - Maximum Response Time of 4 Hours
 - First Time Fix Within 2 Hours
 - Minimum First Time Fix Rate of 95%
 - These have been met over the last 12 months
8. British Transport Police intends to go out to tender – the specific route to market has yet to be decided.
9. 248.
10. £114,886.80 (ex VAT).
11. 28
12. £5,365.71 (ex VAT).
13. Information is not available.
14. Total Mono: 4,215,479
Total Colour: 2,092,569
15. Not applicable. It is a managed print service.
16. No.
17. Yes.
18. None.
19. PrintFleet.
20. 158.
21. Yes; Director of Strategy and Change.