



Your ref: CAF22-26454
Our ref: Gov/CAF22-26454

Cafcass National Office
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22 08 2022

Dear Andrea,

Re: Freedom of Information request

Thank you for your email dated 26th July 2022. You made the following requests for information:

1. *What services are included in the contract(s)? (e.g. printing vs scanning etc)*

Cafcass can advise that the authority has contracts in place for maintenance and consumables for MFD's at office locations and a contract for offsite scanning provision.

2. *Which supplier is delivering them? (If in-house, please confirm or if multiple provider please identify them)*

MFD consumables and support is provided by Canon via Littlefish and scanning is by Quadient.

3. *How many contracts does this entail and what's the award value for each?*

Cafcass can advise that the MFD service was included as part of a wider IT services contract and not awarded separately. Quadient is volume based but spend is approx. £200k per annum.

4. *When do these contracts expire and do they have any extensions?*

The MFD support expires in May 2023, and Quadient expires in April 2023.

5. *What is the annual volumetric data (split by Annual Mono and Annual Colour print)?*

Mono 360k impressions per annum (approx.), Colour 100k impressions per annum (approx.)

Sally Cheshire CBE Interim Chair
Jacky Tiotto Chief Executive





6. *What is the total number of devices supplied?*

Cafcass can advise that the total number of devices supplied is 42.

7. *What Managed Print Service software solution do you use?*

Cafcass uses Canon Uniflow.

8. *How many Mono MFDs and Colour MFDs do you have?*

Cafcass can advise that the total number of Mono MFDs and Colour MFDs is 42.

9. *What document management solution do you use?*

Cafcass do not use any document management solution.

10. *What High Volume printing devices do you use?*

Cafcass do not use any however Volume print is via Government Digital Services (Gov Notify)

11. *Were any framework agreements used to procure the goods/services? If so, which ones?*

Cafcass can advise that the framework agreements used is Crown Commercial Services RM3804.

12. *Any documentation you can provide me with, e.g. the order form*

Cafcass can advise that there is no Order Form specifically associated with our print service. The Freedom of Information Act 2000 only covers recorded information held by Cafcass, and Cafcass is not required to create new information to respond to a request or give a judgement or opinion that is not already recorded.

13. *What department is managing the contract and who's the decision-maker?*

The department managing the contract is IT.

14. *How many Adobe Acrobat (standard, professional and reader) licenses do you have?*

There are 33 Adobe Acrobat licenses.

15. *What is the annual cost?*

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The annual cost is £4,821 + vat

16. When is the renewal date?

The renewal date is January 2023.

17. Who is responsible for the contract?

The individual responsible for the contract is the IT Commercial Manager.

18. Do you use any other PDF editing tools?

We do not use any other PDF editing tools.

We hope that you feel your question has been answered effectively. If you are unhappy with the decisions made in relation to your request, you may ask for an internal review to be undertaken. If you are dissatisfied with the way the internal review is handled or with the final decision made at that review about the information released, you are free to contact the Information Commissioner's Office (<https://ico.org.uk/>):

Post

Information Commissioner's Office
Wycliffe House, Water Lane,
Wilmslow,
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Fax

01625 524 510

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Yours sincerely,

Governance Team

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