

Maidstone and 
Tunbridge Wells

NHS Trust

Ref: FOI/CAD/ID 3646

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane, Maidstone
Kent, ME16 9QQ
Email: mtw-tr.foiadmin@nhs.net

15 December 2016

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Multi-Functional printers and devices.

How many Full Time Employees do you have?

How many locations do you have?

Please confirm if you are in contract for a managed print service.

Does this include Multi-Functional Devices (MFDs) and printers?

Please confirm contract number and dates.

Please confirm who the contract was awarded to.

Please confirm the name of the employee that is responsible for the management of the printer estate for your organisation.

Please confirm if you currently reclaim the VAT on the managed service contract

Please confirm if you intend to go out to tender next time or call off an existing framework. If so, which one?

How many MFDs do you have?

What is the annual spend on MFDs – including lease costs, consumables, costs per click and service charges?

How many printers do you have?

What is the annual spend on printers – including lease costs, consumables, costs per click and service charges?

Please confirm the annual volumes of mono and colour prints.

How much time a month does the IT team spend on printer queries from end users?

Do you have any mobile print capabilities?

Do you have any secure print capabilities?

What print management software do you use across the organisation?

Please see the following table:

Information Request under the Freedom of Information Act 2000

Under the Freedom of Information Act 2000, can you please provide details on the following?

Organisation Name: Maidstone and Tunbridge Wells NHS Trust

Question	Answer
How many Full Time Employees do you have?	As at the end of October 2016, the Trust employed 5,140.7 whole time equivalent substantive staff
How many locations do you have?	The main locations are Maidstone Hospital and Tunbridge Wells Hospital plus 14 other locations.
Please confirm if you are in contract for a managed print service.	Yes
Does this include Multi-Functional Devices (MFDs) and printers?	Yes
Please confirm contract number and dates.	The contract term is 60 months and expires in 2021
Please confirm who the contract was awarded to.	Danwood
Please confirm the name of the employee that is responsible for the management of the printer estate for your organisation.	Donna-Marie Jarrett , Director of Health Informatics Andy Smith, Head of IT
Please confirm if you currently reclaim the VAT on the managed service contract	Yes
Please confirm if you intend to go out to tender next time or call off an existing framework. If so, which one?	The Trust will retender the contract, in accordance with Public Procurement Regulations and EU directives. As part of preparing to tender an options appraisal will take place to determine whether to tender directly to the market or use a framework. Amongst others, we would consider the LPP and CCS frameworks. If the Trust chooses to tender directly with the market, then we would use Due North as our e-procurement vehicle. By registering with Due North at https://procontract.due-north.com/register you will be alerted to any opportunity with the Trust or other organisations that use the system as their e-

	procurement solution.
How many MFDs do you have?	Circa 351 MFDs and 238 Printers. Also Smart Office Solutions: circa 23 MFDs
What is the annual spend on MFDs – including lease costs, consumables, costs per click and service charges?	The contract is charged at a fixed-rate per contracted volumes; it includes printer maintenance and consumables. The information requested is exempt from disclosure under the Freedom of Information Act 2000 Section 43 as its disclosure would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).
How many printers do you have?	238
What is the annual spend on printers – including lease costs, consumables, costs per click and service charges?	The contract is charged at a fixed-rate per contracted volumes; it includes printer maintenance and consumables.
Please confirm the annual volumes of mono and colour prints.	Mono circa 20.5m; Colour circa 6.5m
How much time a month does the IT team spend on printer queries from end users?	0% as it is a managed service
Do you have any mobile print capabilities?	No
Do you have any secure print capabilities?	Most MFDs provide a secure print feature
What print management software do you use across the organisation?	<ol style="list-style-type: none"> 1. Netcall for SMS messaging 2. Xerox for Hybrid mail 3. Describe for incoming referral scanning

