

Ref: FOI/CAD/ID 3865

Please reply to:
FOI Administrator
Trust Management
Maidstone Hospital
Hermitage Lane
Maidstone
Kent
ME16 9QQ

Email: mtw-tr.foiadmin@nhs.net

14 March 2017

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 photocopiers, multi-functional devices and desktop printers.

Please could you provide the following information in relation to Photocopiers, Multi-Functional Devices and Desktop Printers?

- 1. Type of current contract details?*
- 2. Name of companies awarded?*
- 3. What is the length of contract/s and end dates?*
- 4. Number of devices?*
- 5. Estimated annual print/copy volume*
- 6. What is the annual spend?*
- 7. Please provide details on how these were procured. i.e. – By Framework*
 - a. Procurement method that's used*
 - b. If Framework, please state which one*
- 8. Do you have any print management software? If so, which software?*
- 9. Do they supply you with any scanning software (additional to the software native to the device)? If so, which software?*
- 10. What Document Management solution/s do you currently use within your organization?*
- 11. Do you have any managed cloud hosting solution? If so which software / provider?*
- 12. Do you have any mobile print software? If so, which software?*
- 13. Who is the person within your organization responsible for the MFD's and the contract(s), what is their title, and their contact details?*

Please see the below table:

Print and Scan Environment and Fax	
How many label printers does the Trust have?	Dec 2016: The physical audit of printers in 2015-16 Q3 excluded Wristband Printers; they were out of scope because they are Trust-owned devices. The ICT Department is not aware of any specific "Label Printers" but some might exist as Trust-owned dedicated-use printers, for example in Pathology; these are likely to be managed by the Trust's EME department.
Who supplies your fleet of MFDs and printers?	Dec 2016: Danwood provide a managed print service; circa 351 MFDs and 238 Printers. Also Smart Office Solutions: circa 23 MFDs
What Brand device(s) do they supply?	Dec 2016: Danwood: Hewlett-Packard, Kyocera, Samsung, Sharp, Xerox Smart Office Solutions : Develop
What is the length of the Print contract?	Dec 2016: The contract term is 60 months and expires in 2021
Approximate annual spend on MFDs, Printers and consumables?	Dec 2016: The contract is charged at a fixed-rate per contracted volumes; it includes printer maintenance and consumables. £590,057.28 Mono £307,978.72 Colour £898,036.00 Total pa VAT exclusive Plus variable Excess Charges depending upon volume
Do they also supply print management software?	Dec 2016: Not currently but the deployment of Papercut is planned for 2017
Do they also supply additional scanning software?	Dec 2016: No
When does the contract for your print fleet expire?	Dec 2016: The contract term is 60 months and expires in 2021
Who is the main supplier of print consumables (Toner, spares etc.)	Dec 2016: The contract is charged at a fixed-rate per contracted volumes; it includes printer maintenance and consumables.
Does the Trust have a support contract for printers?	Dec 2016: The contract is charged at a fixed-rate per contracted volumes; it includes printer maintenance and consumables.
What is the length of the printer support contract?	Dec 2016: The contract term is 60 months and expires in 2021
What are the start and end dates for this contract?	Dec 2016: The contract term is 60 months and expires in 2021
Which procurement route or framework was used to procure this service?	Dec 2016: The contract was agreed in 2006
What PDF solutions do you pay for (not free readers like Adobe)?	Dec 2016: None
What document management / Document Repository do you use?	Dec 2016: None
Who is the contact within the organisation for the print fleet?	Dec 2016: Donna-Marie Jarrett , Director of Health Informatics Andy Smith, Head of IT
How many locations do you have?	Dec 2016: The main locations are Maidstone Hospital and Tunbridge Wells Hospital plus 14 other locations.
What is the annual volume of pages Mono and Colour prints?	Dec 2016: Mono circa 20.5m; Colour circa 6.5m
Do you have any mobile print capabilities?	Dec 2016: Not currently but the deployment of Papercut is planned for 2017
Do you have any secure print capabilities?	Dec 2016: Most MFDs provide a secure print feature; and the deployment of Papercut is planned for 2017
Do you have any managed cloud hosting solution? If so which software / provider?	Feb 2017: No
Confirm the Contract Number and Dates?	Dec 2016: TBC
Confirm if you currently reclaim VAT on the Managed Service Contract?	Dec 2016: TBC

Confirm if you intend to go out to tender next time or call off an existing framework; if so then which one?	Dec 2016: TBC in 2021
How much time does the IT Team spend on printer queries from end-users?	Dec 2016: TBC

Additional responses:

1. Managed Service
7. Via GPS Framework
 - a. Framework
 - b. Former GPS Framework