

Date: 15/03/2018

FREEDOM OF INFORMATION REQUEST FOI/013955 – Managed print service

Managed printing services

1. Does the organisation have a managed print service

Yes

a. If so please state the name of the supplier used

Synertec

2. Contract end date

Start date May 2017 – End May 2019

3. Total annual cost (2016/17)

The Trust does not hold the information for 2016 – 2017 as the contract did not start until financial year 2017-2018. The contract has not yet been billed for the first year of the contract which started in May 2017. The Trust only pays for what it uses at the end of the anniversary of the contract.

4. Please provide the details of individual responsible for authorising/signing the contract for the organisations procurement of printer devices – please provide the following

a. Name

b. Job Title

c. Maximum Sign-off

There is no contract. There is a framework agreement and orders are placed via a requisition form.

Infrastructure

5. How many printer devices does the NHS organisation have?

The Trust holds an inventory of 183 networked printer devices.

6. Please provide a breakdown of the number of printers by the following types of devices:

d. MFDs (floor standing A3/A4 MFDs)

23

e. Networked Printers (A4 printers, desktop MFDs)

183 Fully networked printers (including 10 floor standing MFDs)

f. Personal Printers (A4 inkjet and small all in one devices not networked)

This information is not held centrally in an electronic reporting tool.

7. How many staff within the organisation use IT services

4500

and can print to printers and MFDs? incl. all staffing groups e.g IT, doctors, admin, secretaries etc

Any job role with a username and login would be able to print to a printer or MFD should their computer be set up to do so. However information on the numbers of staff able to print to a printer or MFD is not held centrally to enable us to pull an electronic report.

8. What is the total number of pages produced per member of staff, each month?

This information is not held.

8. What is the estimated % of pages printed in colour each month?

This information is not held.

Supply & Operational Costs

10. How much does it cost the NHS organisation to process a consumable transaction?

ie. This should include all costs associated to raising a purchase order; raising a requisition, budgetary approval, choosing the source, raising the physical purchase order, communicating it to the supplier, receiving the goods or services, reconciling the purchase order and invoice, approving the invoice for payment, paying the invoice and archiving the documents - -

Information not held

11. What is the cost per call to the provider's help desk/service desk?

Information not held

12. What is your power cost per kWh for 2016/17? -

This represents the cost that the organisation pays for electricity divided by the total electricity consumed (kWh)

All of the Trust's Facilities Management Services are provided by our PFI partner, Summit Healthcare. The full range of services is paid by means of a single Unitary Payment which does not identify individual cost items.

13. What is the average capital write-down, lease or rental period for the printers & MFDs within the organisation (e.g. 3, 4, 5 years)?

Information not recorded

14. Does the organisation use non-original equipment manufacturer (non-OEM) consumables? If so, what savings has the organisation achieved through these purchases?

The Trust only uses OEM originals

15. Has the trusted funded (either through capital or external financing) any projects relating to the procurement of printer devices?

No

a. If so, how much has the organisation invested?

Not applicable

b. What is the expected/planned annual savings for the project?

Not applicable