



University of East Anglia

Information Services Directorate

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12 December 2016

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_16-222)

We have now considered your request of 11 November 2016 for information relating to the administration and costs of our printing services.

Our response is within the document you provided with your request which we have entitled FOI_16-222 Appendix A. For your convenience, we have reproduced a copy of your request on page 2 of this letter.

On this occasion, it is not possible to provide some of the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information in response to question 9 nor to question 15 of your request. Further information is provided within the document FOI_16-222 Appendix A.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

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Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_16-222)

1. *How many Full Time Employees do you have?*
2. *How many locations do you have?*
3. *Please confirm if you are in contract for a managed print service.*
4. *Does this include Multi-Functional Devices (MFDs) and printers?*
5. *Please confirm contract number and dates.*
6. *Please confirm who the contract was awarded to.*
7. *Please confirm the name of the employee that is responsible for the management of the printer estate for your organisation.*
8. *Please confirm if you currently reclaim the VAT on the managed service contract*
9. *Please confirm if you intend to go out to tender next time or call off an existing framework. If so, which one?*
10. *How many MFDs do you have?*
11. *What is the annual spend on MFDs – including lease costs, consumables, costs per click and service charges?*
12. *How many printers do you have?*
13. *What is the annual spend on printers – including lease costs, consumables, costs per click and service charges?*
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?*