

## 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:** University of East Anglia

Question	Answer
1 How many Full Time Employees do you have?	2,402
2 How many locations do you have?	One
3 Please confirm if you are in contract for a managed print service.	No
4 Does this include Multi-Functional Devices (MFDs) and printers?	Not applicable – see response to Q3 above
5 Please confirm contract number and dates.	Not applicable – see response to Q3 above
6 Please confirm who the contract was awarded to.	Not applicable – see response to Q3 above
7 Please confirm the name of the employee that is responsible for the management of the printer estate for your organisation.	Not applicable – see response to Q3 above
8 Please confirm if you currently reclaim the VAT on the managed service contract	Not applicable – see response to Q3 above
9 Please confirm if you intend to go out to tender next time or call off an existing framework. If so, which one?	<i>[Information not held, s.1(1)(a), FOIA]</i> – Revision to Print Strategy not complete so intentions not recorded
10 How many MFDs do you have?	179 (as of July 2015)
11 What is the annual spend on MFDs – including lease costs, consumables, costs per click and service charges?	£395,901.06
12 How many printers do you have?	733 (as of July 2015)
13 What is the annual spend on printers – including lease costs, consumables, costs per click and service charges?	£297,507.34 <sup>1</sup>
14 Please confirm the annual volumes of mono and colour prints.	Monochrome – 23,260,000 Colour - 3,883,000 Total - 26,623,000 (as of July 2015)

<sup>1</sup> This figure based on coded costs for printer maintenance & purchase, consumables, and paper.

15 How much time a month does the IT team spend on printer queries from end users?	<b>[Information not held, s.1(1)(a), FOIA]</b> - UEA does not log time spent on individual inquiries to our IT support services
16 Do you have any mobile print capabilities?	Yes
17 Do you have any secure print capabilities?	Yes - all MFD's have PIN release capability.
18 What print management software do you use across the organisation?	PaperCut MF