



University of East Anglia

Information Services Directorate

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██████████

21 March 2017

Dear ██████████

Freedom of Information Act 2000 – Information request (ref: FOI_17-046)

We have now considered your request of 20 February 2017 for information relating to the University's Photocopiers, Multi-Functional Devices and Desktop Printers.

Our response is on page 2 of this letter. As requested, we have inserted our responses in a copy of the supplied Reply Form. Please note that for desktop printers we have only included information for those devices managed by central University services. Individual members of staff may also purchase their own desktop printers but we hold no central record of these.

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

Ellen Paterson
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_17-046)

	Question	Photocopiers	MFD's	Desktop printers
Q1	Type of current contract details?	<i>EU Compliant Framework</i>	<i>See answer for Photocopiers</i>	<i>EU Compliant Framework</i>
Q2	Name of companies awarded?	<i>Ricoh UK Ltd.</i>	<i>See answer for Photocopiers</i>	<i>XMA Ltd.</i>
Q3	What is the length of contract/s and end dates?	<i>Contract is based on a five-year charging period. Started in November 2012 and ended in October 2015.</i> <i>Renewal:</i> <i>Awarded from 19th December 2016 to 18th December 2019 with a possible extension to 18th December 2020</i>	<i>See answer for Photocopiers</i>	<i>Four years, ending May 2020.</i>
Q4	Number of devices?	<i>137</i>	<i>See answer for Photocopiers</i>	<i>713</i>
Q5	Estimated annual print/copy volume	<i>17.06M (estimated volume for 14/15)</i>	<i>See answer for Photocopiers</i>	<i>3.56M (estimated volume for 14/15)</i>
Q6	What is the annual spend?	<i>£395,901 (for the 15/16 financial year)</i>	<i>See answer for Photocopiers</i>	<i>£11,417 (15/16 financial year)</i>
Q7	Please provide details on how these were procured. i.e.– By Framework	<i>Framework</i>		
Q7a	Procurement method that's used	<i>n/a</i>		
Q7b	If Framework, please state which one	<i>For MFD's:</i> <i>Crescent Purchasing Consortium (CPC)</i> <i>Office Supplies & Equipment</i> <i>Multifunctional Devices and Associated Print Services and Supplies.</i> <i>For Desktop Printers:</i> <i>Southern Universities Purchasing Consortium (SUPC)</i>		

	Question	Photocopiers	MFD's	Desktop printers
		<p><i>Printers and Managed Print Services</i></p> <p><i>Lot 1 non managed print equipment</i></p>		
Q8	Do you have any print management software? If so, which software?	<i>Yes. Papercut</i>		
Q9	Do they supply you with any scanning software (additional to the software native to the device)? If so, which software?	<i>No</i>		
Q10	What Document Management solution/s do you currently use within your organization?	<i>None</i>		
Q11	Do you have any managed cloud hosting solution? If so which software / provider?	<i>No</i>		
Q12	Do you have any mobile print software? If so, which software?	<i>Papercut enables this function</i>		
Q13	Who is the person within your organization responsible for the MFD's and the contract(s), what is their title, and their contact details?	<p><i>Mark Jones</i></p> <p><i>Assistant Director of Faculty IT Support</i></p> <p><i>ITCS, University of East Anglia, Norwich Research Park, Norwich, NR4 7TJ</i></p> <p><i>Tel: 01603 592442</i></p>		