

Freedom of Information Request**Ref: UHB 17-492**

Date 5 October 2017

[REDACTED]

[REDACTED]

[REDACTED]

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response is as follows:

- 1. Please confirm if you are in contract for a fully outsourced managed print service.**
No
- 2. Does this include Multi-Functional Devices (MFDs) and printers?**
Not applicable
- 3. Please confirm contract number title/reference on Contracts finder <https://www.contractsfinder.service.gov.uk/Search> or OJEU ref number on <http://ted.europa.eu/TED/main/HomePage.do>**
Not applicable
- 4. Please confirm date from and date to of contract awarded and what extensions if any.**
Not applicable
- 5. Please confirm who the contract was awarded to.**
Not applicable
- 6. Please confirm the name or job role of the employee that is responsible for the management of the printer estate for your organisation.**
MFDs – Trust print manager
Desktop printers – Support Services Manager
- 7. Please confirm if you currently reclaim the VAT on the managed service contract.**
Not applicable – We do not have a managed print service.
- 8. Please confirm the current Service Level Agreements (SLA's) in place and whether these SLA's have been met over the last 12 months.**
Not applicable – We do not have a managed print service
- 9. Please confirm if you intend to go out to tender next time or call off an existing framework. If so, which one?**
Not applicable – We do not have a managed print service

10. How many MFDs do you have?

195

11. What is the annual spend on MFDs – including lease costs, consumables, costs per click and service charges?

£148,257 for 2016/17

12. How many printers do you have?

Approximately 1600

13. What is the annual spend on printers – including lease costs, consumables, costs per click and service charges?

£434,872 based on actual invoices paid (rather than orders raised) during 2016/17.

14. What is the annual spend on toners outside of any contract that is in place with a 3rd party?

Not applicable.

15. Please confirm the annual volumes of mono and colour prints.

We do not hold this information.

16. How much time a month does the IT team spend on printer queries from end users?

Approximately 38 hours per month.

17. Do you have any mobile print capabilities?

Yes

18. Do you have any secure print capabilities?

Yes

19. What print management software do you use across the organisation?

YSoft SafeQ

20. What remote monitoring software do you use across the organisation?

As above

21. How many locations do you have?

8 hospital sites, 3 main support services sites

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Trust Secretary
University Hospitals Bristol NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

[Redacted signature]