



16 August 2017

Information Rights & Compliance Team
99 Waverley Road
St Albans
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Tel: 01727 804954
Email: foi@hpft.nhs.uk

Our Ref: FOI 2692

Thank you for your request concerning our printers and MDFs.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

We are currently in the process of tendering for this service through the LPP Framework; therefore we have applied Section 43 (2) of the Freedom of Information Act.

Information is exempt if disclosure would, or would be likely to prejudice the commercial interests of any person, including the public authority holding the information. This is a qualified exemption and therefore subject to the public interest test.

We have considered the reasons for and against disclosure below:

Reasons for disclosure

There is considerable interest in ensuring that Trusts are transparent about its spending of public money at a time when public finances are under considerable scrutiny.

Reasons against disclosure

The Trust is obliged to protect its commercial interests including the economic interest of the procurement process.

Conclusion

We reached the view that, on balance, the public interest is better served by withholding this information under Section 43 (2) of the Freedom of Information Act at this time. We believe the release of this information would prejudice our position within the bidding process of this contract in such a competitive environment.

However, some of the information you are requesting is already in the public domain¹. Please follow the links.

1. Please confirm if you are in contract for a fully outsourced managed print service.

Please follow this [link](#) to a previously published response.

2. Does this include Multi-Functional Devices (MFDs) and printers?

Please see the answer to question 1.

¹ Section 21 – Information is accessible through other means

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>**

We are unable to answer this question at the time. Please refer to above explanation.

4. **Please confirm date from and date to of contract awarded and what extensions if any.**

Please see the answer to question 1.

5. **Please confirm who the contract was awarded to.**

Please see the answer to question 1.

6. **Please confirm the name or job role of the employee that is responsible for the contract management of the printer estate for your organisation.**

Please see the answer to question 1.

7. **Please confirm if you currently reclaim the VAT on the managed service contract.**

Yes we do.

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.**

We are unable to answer this question at the time. Please refer to above explanation.

9. **Please confirm if you intend to go out to tender next time or call off an existing framework. If so, which one?**

Please see above explanation.

10. **How many MFDs do you have?**

Please see the answer to question 1.

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

We are unable to answer this question at the time. Please refer to above explanation.

12. **How many printers do you have?**

The contract is not split between MFDs and printers.

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

Please see the answer to question 12.

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

We do not identify spend on toners separately in our accounts system.

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

We are unable to answer this question at the time. Please refer to above explanation.

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

All our ICT requirements including MFD and printers are met by Hertfordshire, Bedfordshire & Luton ICT Services, they can be contacted at the below address for this information.

Hertfordshire, Bedfordshire and Luton ICT
Charter House
Parkway
Welwyn Garden City
Hertfordshire
AL8 6JL

17. Do you have any mobile print capabilities?

No.

18. Do you have any secure print capabilities?

Yes, we have password retention capabilities.

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

We do not use print management software, just native MFD software.

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

Please see the answer to question 19.

21. How many locations do you have?

We have 118 sites and hospitals.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

**Sue Smith
Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

