

Dear

**ATISN 17507 - Multi-Functional Devices and printing/scanning services contract(s)**

**Information requested**

Thank you for your request which I received on 16 May 2023.

You requested:

The information you have requested can be found at Annex A.

**Our response**

Please see our response at Annex B.

**Next steps**

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,  
Welsh Government,  
Cathays Park,  
Cardiff,  
CF10 3NQ

or Email: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office,  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

## Annex A

I would like to make a request for the following information relating to the authority's current Multifunctional Devices and printing/scanning services contract(s) 1. What services are included in the contract(s)? (e.g. printing vs scanning etc) 2. Which supplier is delivering them? (If in-house, please confirm or if multiple provider please identify them) 3. How many contracts does this entail and what's the award value for each?

4. When do these contracts expire and do they have any extensions?
5. What is the annual volumetric data (split by Annual Mono and Annual Colour print)?
6. What is the total number of devices supplied?
7. What Managed Print Service software solution do you use?
8. How many Mono MFDs and Colour MFDs do you have?
9. What document management solution do you use?
10. What High Volume printing devices do you use?
11. Were any framework agreements used to procure the goods/services? If so, which ones?
12. Any documentation you can provide me with, e.g. the order form
13. What department is managing the contract and who's the decision-maker?
14. How many Adobe Acrobat (standard, professional and reader) licenses do you have?
15. What is the annual cost?
16. When is the renewal date?
17. Who is responsible for the contract?
18. Do you use any other PDF editing tools?

## Annex B

I would like to make a request for the following information relating to the authority's current Multi-Functional Devices and printing/scanning services contract(s)

1. What services are included in the contract(s)? (e.g. printing vs scanning etc)
  - **Managed Print Services across a standard Multi-Function Device. High Volume Printing.**
2. Which supplier is delivering them? (If in-house, please confirm or if multiple provider please identify them)
  - **Ricoh Europe PLC.**
3. How many contracts does this entail and what's the award value for each?
  - **One single contract. Contract Value £2,813,963.**
4. When do these contracts expire and do they have any extensions?
  - **MFD estate ends 31st May 2024. High Volume Copy Unit ends 31st May 2024.**
5. What is the annual volumetric data (split by Annual Mono and Annual Colour print)?
  - **MFD Volumes: Mono – 978,359. Colour – 768,531. Total – 1,746,890 (Total sides printed – 12 months)**
  - **Copy Unit Volumes - Mono – 66,861. Colour – 187,962. Total – 254,823 (Total sides printed for the period 01/01/2022 to 30/06/2022)**
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6. What is the total number of devices supplied?
  - **175 MFDs, 4 High Volume Printers**
7. What Managed Print Service software solution do you use?
  - **EveryonePrint, SLNX.**
8. How many Mono MFDs and Colour MFDs do you have?
  - **All 175 MDFs are full colour.**
9. What document management solution do you use?
  - **Objective**
10. What High Volume printing devices do you use?
  - **Ricoh Pro 8220S (mono), Ricoh Pro C5200S, Ricoh Pro C7100SX, Ricoh Pro C7100SX.**

11. Were any framework agreements used to procure the goods/services? If so, which ones?
- **National Procurement Service Multi-Functional Devices (MFD) and Associated Goods and Services Framework Agreement Ref NPS – ICT – 0064 – 16.**
12. Any documentation you can provide me with, e.g. the order form –
- **Please see the additional document supplied.**
13. What department is managing the contract and who's the decision-maker? –
- **For the MFD estate: ICT Services, Ceri Davies, Chief Technology Officer**
  - **For the High Volume Copy Unit: Corporate Shared Services, Ian Evans, Head of Shared Service Helpdesk.**
14. How many Adobe Acrobat (standard, professional and reader) licenses do you have?
- **7424 Adobe Acrobat Reader**
  - **224 Adobe Acrobat Pro DC**
15. What is the annual cost?
- **Acrobat Reader is free.**
  - **£38,949.12 (inc. VAT).**
16. When is the renewal date?
- **Our Adobe VIP Agreement expires on the 1st FEB 2024.**
17. Who is responsible for the contract?
- **ICT Services, Ceri Davies, Chief Technology Officer.**
18. Do you use any other PDF editing tools?
- **No.**