

11 May 2026

Dear

ATISN 26877 – Multi-Functional Devices

Information requested

Thank you for your request which I received on 10 April 2026. You asked for:

The information you have requested can be found at Annex 1.

Our response

Please see our response at Annex 2.

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

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 1

I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.

<https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.find-tender.service.gov.uk%2FNotice%2F000589-2021&data=05%7C02%7CFreedomofinformation%40gov.wales%7C75db1e3e84d24ca719bf08de96e190c4%7Ca2cc36c592804ae78887d06dab89216b%7C0%7C0%7C639114092702435205%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIlwLjAuMDAwMCIslIAiOiJXaW4zMilslkFOljoiTWFpbCIsIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=O69vyOyeUAHCERYqmiJUdot06AGdSHVhHDZ9Ej3MAkE%3D&reserved=0>

The details we require are:

What are the contractual performance KPI's for this contract?

Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages

Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date

Start date & duration of framework/contract?

Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?

Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?

Who is the senior officer (outside of procurement) responsible for this contract?

Annex 2


- What are the contractual performance KPI's for this contract?

| Ref. | Key Performance Indicator (KPI) | KPI Target | Measured by | Reporting and review periods |
|--------------------------------|---|------------|---|--|
| 1 Framework Management | | | | |
| 1.1 | Completed Management Information templates to be returned to the NPS by the 10th calendar day of each month | 100% | Date sent by Supplier as recorded on the eContract Management System. | Provided by Supplier monthly in accordance with Schedule 9.2 Management Information. Reviewed at Supplier Meetings |
| 1.2 | The percentage (%) of further competitions responded to against those received. | 90% | The Supplier will record all those competitions that it does not respond to. | Provided by Supplier Quarterly, reviewed at Supplier meetings |
| 2 Customer Satisfaction | | | | |
| 2.1 | Service Call Response Time | 90% | Number of service call responded to within the specified 4 hour response time | Provided by Supplier Quarterly, reviewed at Supplier meetings |
| 2.2 | First Time Fix Rate | 95% | Number of occasions the Supplier fixed equipment on first call-out | Provided by Supplier Quarterly, reviewed at Supplier meetings |
| 2.3 | Machine up time | 95% | The % uptime of the machines supplied through the agreement | Provided by Supplier Quarterly, reviewed at Supplier meetings |

| | | | | |
|----------------------|---|------|--|---|
| 2.4 | Replacement Machines | 90% | The number of occasions the Supplier failed to provide a replacement machine with 48hours of been notified of a machines unavailability. | Provided by Supplier Quarterly, reviewed at Supplier meetings |
| 3 Information | | | | |
| 3.1 | Requests for Information – FOIA and Ministerial Questions | 100% | Responses to requests for information within 2 working days | Provided by Supplier Quarterly, reviewed at Supplier meetings |
| 4 General | | | | |
| 4.1 | Completing all KPIs for review | 100% | All KPIs to be reported by the 10 th day of each quarter of the financial year. | Provided by Supplier Quarterly, reviewed at Supplier meetings |

- Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages

| Supplier | Qualification Pass/Fail | Technical Pass/Fail | Awarded Place Yes/No |
|--|-------------------------|---------------------|----------------------|
| Altodigital | Pass | Pass | Yes |
| Apogee Corporated | Pass | Pass | No |
| Banner Group Limited | Pass | Pass | Yes |
| Canda Copying Ltd | Pass | Pass | Yes |
| Canon (UK) Ltd | Pass | Pass | Yes |
| CCS Media Limited | Pass | Pass | No |
| Comcen Computer Supplies Limited | Pass | Pass | Yes |
| Insight Direct (UK) Ltd | Pass | Pass | No |
| Konica Minolta Business Solutions (UK) Limited | Pass | Pass | Yes |
| Ricoh UK Ltd. | Pass | Pass | Yes |
| UK Laser Supplies Ltd | Pass | Pass | Yes |
| Vision (Office Automation) Ltd | Pass | Pass | Yes |
| Xerox UK Limited | Pass | Pass | Yes |

| | |
|---|--|
| Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date | £11,911,915 For the current FY Q1&2 data only available, Q3 and Q4 being collated from suppliers. |
| Start date & duration of framework/contract? | Initial contract period: Start Date: 23rd July 2021 End Date: 22nd July 2023 Both extension periods were utilised and a further extension to 31st March approved while the IT Products and Services (iii) Framework was procured. |
| Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised? |  NPS - ICT - MFD2 - Schedule 2 Products |
| Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension? | There were two optional extensions period of 12 months each which were both utilised |
| Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed? | The framework expired on 31 st March 2026 and was not renewed. It is now incorporated into the IT Products and Services (iii) Framework as a Lot. |
| Who is the senior officer (outside of procurement) responsible for this contract? | As the Framework has now expired there is no longer a senior officer for it. |