

Our ref: [REDACTED]  
Your ref: [REDACTED]

[REDACTED]  
Head of ICT Solutions  
The Cube  
Birmingham

[REDACTED]  
Via Email  
Mailto: [REDACTED]

26 January 2015

Dear Mr [REDACTED]

**FREEDOM OF INFORMATION REQUEST**

Thank you for your e-mail Freedom of Information request regarding the Highways Managed print services. Please find the information you requested below.

1. Approximately, how much do you spend per annum on print and photocopier services?  
*The Highways Agency has just entered a new contract and predicts it will spend £270,000 per year on print and photocopier services. Total cost is dependent on print volumes so could rise with an increase in usage.*
2. How many photocopier, printer and Multi-functional devices do you have?  
*The Highways Agency has:  
11Gen digital printing press  
1 High Volume Black and White printer  
68 Multifunctional devices (MFDs)  
Approximately 200 desktop printers for specific uses and reasonable adjustments*
3. Are these from a single manufacturer or several?  
  
Please give details:  
  
*The Highways agency currently has a variety of Hewlett Packard and Canon Desktop printers and Konica Minolta, Ricoh and Canon MFD's.  
  
The Highways Agency is moving onto a new contract with Xerox and under this contract all machines will be Xerox machines.*
4. Do you have a current managed print services contract?  
  
*The New Xerox managed print services contract started on the 1<sup>st</sup> of December 2014.*

If yes please provide details of:

Supplier name:	Xerox
Cost of contract:	£270,000 to £300,000 per annum

Date of commencement:	1/12/2014
Date contract will end:	30/04/2019
Is this part of a MPS Framework?	Yes
If yes please provide details of Framework:	<i>Crown Commercial Services - Multifunctional Devices and Services Managed Print Services and Print Audit Services RM1599</i>
Did you receive any initial assessment of your managed print service needs as part of this arrangement?	<i>An initial assessment in the form of audit and service design is built into the contract and is currently underway</i>
Do you know how much this contract is saving you in time and money?	<i>We do not know this information as the contract is in its initial stage of audit and service design</i>

5. How do you procure external Managed Print Services/Photocopier Equipment and Supplies?

*We procure all external services, equipment and supplies via the new contract with Xerox.*

6. Do you have any planned Managed Print Service procurement?

*The HA do not have an planned procurement activities as we have recently let the new contract.*

If so, please provide details:

7. Who is responsible for saving money and the quality of your Managed print and Document services decisions and what are their contact details?

*The Managed Print Services contract is held within the Operations and Support division of the Highways Agency. Richard Willson is the head of the division. He can be contacted via the Highways Agency Information Line (HAIL):*

*Email: [ha\\_info@highways.gsi.gov.uk](mailto:ha_info@highways.gsi.gov.uk) Tel: 0300 123 5000.*

8. Who is the best person to contact to discuss provision of a free no obligations audit of your print and document service needs and what are their contact details?

*Richard Willson is the contract although we currently have a provider providing these services.*

In keeping with the spirit and effect of the legislation, all information is assumed to be releasable to the public unless exempt. We may therefore be publishing the information you requested, together with any related information that will provide a key to its wider context, via our website: <http://www.highways.gov.uk/>

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at <http://www.highways.gov.uk/foiresponses/FOLresponses/8024.aspx>.

If you require a print copy, please phone the Highways Agency Information Line on 0300 123 5000; or e-mail [ha\\_info@highways.gsi.gov.uk](mailto:ha_info@highways.gsi.gov.uk) . You should contact me if you wish to complain.

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

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely



Head of ICT Solutions



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IN PEOPLE**

An executive agency of the  
Department for  
**Transport**