



UK Government Llywodraeth y DU

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You asked for information regarding the Office's Document Operations. We have handled your request under the Freedom of Information Act 2000 and our responses to your questions are set out below.

Q1. Please confirm if you are in contract for a fully outsourced managed print service.

A1. No. The Office of the Secretary of State for Wales uses print services provided through Ministry of Justice contracts.

Q2. Does this include Multi-Functional Devices (MFDs) and printers?

A2. The Office does not hold this information. You may wish to write to the Ministry of Justice for this information.

Q3. Please confirm date from and date to of contract awarded and what extensions if any.

A3. Please see response in A1.

Q4. Please confirm who the contract was awarded to.

A4. Please see response in A1.

Q5. Please confirm the name or job role of the employee that is responsible for the management of the printer estate for your organisation.

A5. Deputy Director for Constitution and Corporate Services

Q6. Please confirm the current Service Level Agreements (SLA's) in place and whether these SLA's have been met over the last 12 months.

A6. Please see response in A1.

Q7. Please confirm if you intend to go out to tender next time or call off an existing framework. If so, which one?

A7. Please see response in A1.

Q8. How many MFDs do you have?

A8. The Office has 6 MFDs.

Q9. What is the annual spend on MFDs – including lease costs, consumables, costs per click and service charges?

A9. The Office's annual spend on MFD and print services is £3.927.67.

Q10. How many printers do you have?

A10. Please see response in A8.

Q11. What is the annual spend on printers – including lease costs, consumables, costs per click and service charges?

A11. Please see response in A9

Q12. What is the annual spend on toners outside of any contract that is in place with a 3rd party?

A12. The Office does not hold this information. The Office of the Secretary of State for Wales uses print services provided through Ministry of Justice contacts.

Q13. Please confirm the annual volumes of mono and colour prints.

A13. The Office does not hold this information.

Q14. How much time a month does the IT team spend on printer queries from end users?

A14. The Office does not hold this information.

Q15. Do you have any mobile print capabilities?

A15. Yes.

Q16. Do you have any secure print capabilities?

A16. Yes, all the MFDs provide a secure print capability.

Q17. What print management software do you use across the organisation?

A17. We do not hold this information. Please see response in A12.

Q18. What remote monitoring software do you use across the organisation?

A18. We do not hold this information. Please see response in A12.

Q19. How many locations do you have?

A19. The Office has two locations - London and Cardiff.

Q20. Is there a Digital Transformation strategy in place and if so who is responsible for this?

A20. We do not hold this information. Please see response in A12.

Q21. What are the current mailing processes? Eg: franking etc?

A21. The Office has a franking machine for Mail processes.