

From: [Enquiries](#)
To: [REDACTED]
Cc: [Enquiries](#)
Subject: RE: Freedom of Information request - Multi-Functional Devices and printing/scanning services contract(s)
Attachments: [Order Confirmation.pdf](#)
[RE_8003245177-50037653-SH_Redacted.pdf](#)

Dear [REDACTED]

Thank you for your freedom of information request received on 7 September 2022.

We have responded to each of your questions as follows:

1. What services are included in the contract(s)? (e.g. printing vs scanning etc)
Answer: *1 x MFD that provides printing, scanning and copying*
2. Which supplier is delivering them? (If in-house, please confirm or if multiple provider please identify them)
Answer: *Xerox*
3. How many contracts does this entail and what's the award value for each?
Answer: *One contract, annual lease costs £889.56 (incl VAT), printing costs for past 12 months £182.90 (incl VAT)*
4. When do these contracts expire and do they have any extensions?
Answer: *On a rolling contract as moving to managed services offices in spring 2023*
5. What is the annual volumetric data (split by Annual Mono and Annual Colour print)?
Answer: *For last 12 months: Mono – 14626 page; Colour – 6196 pages; Total – 20822 pages*
6. What is the total number of devices supplied?
Answer: *One*
7. What Managed Print Service software solution do you use?
Answer: *Printix*
8. How many Mono MFDs and Colour MFDs do you have?
Answer: *1 x colour MFD*
9. What document management solution do you use?
Answer: *SharePoint*
10. What High Volume printing devices do you use?
Answer: *None*
11. Were any framework agreements used to procure the goods/services? If so, which ones?
Answer: *Yes, Crown Commercial Service Framework Agreement RM1599 LOT 1*

12. Any documentation you can provide me with, e.g. the order form?
Answer: Attached is the order confirmation form from 2014 and the email from Xerox confirming that the contract will continue until we give notice to terminate. Personal information has been redacted under Section 40(1) of the FOIA.
13. What department is managing the contract and who's the decision-maker?
Answer: Corporate Services, Dagmar Jeschin – Head of IT and Information Management
14. How many Adobe Acrobat (standard, professional and reader) licenses do you have?
Answer: 2 Adobe Acrobat Pro licences, all Windows devices have Adobe Acrobat Reader (40 devices)
15. What is the annual cost?
Answer: £1072.46 (incl VAT) for past 12 months
16. When is the renewal date?
Answer: This is a rolling contract
17. Who is responsible for the contract?
Answer: Dagmar Jeschin – Head of IT and Information Management
18. Do you use any other PDF editing tools?
Answer: No

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request and should be addressed to: Neil Swift, c/o Enquiries, enquiries@ssro.gov.uk.

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.

Kind regards,

[Redacted]

Enquiries

Single Source Regulations Office

T: 0203 771 4771 | E: enquiries@ssro.gov.uk
Finlaison House | 15-17 Furnival Street | London | EC4A 1AB

From: Enquiries <enquiries@ssro.gov.uk>

Sent: 07 September 2022 17:41

To: [Redacted]

Cc: Enquiries <enquiries@ssro.gov.uk>

Subject: RE: Freedom of Information request - Multi-Functional Devices and printing/scanning services contract(s)

Dear [REDACTED]

Thank you for your freedom of information request received today, which we have allocated reference RFI 064. We will respond to you within 20 working days.

Kind regards,

[REDACTED]
[REDACTED]
Single Source Regulations Office

T: 0203 771 4771 | E: enquiries@ssro.gov.uk

Finlaison House | 15-17 Furnival Street | London | EC4A 1AB

From: [REDACTED]

Sent: 07 September 2022 16:37

To: Enquiries <enquiries@ssro.gov.uk>

Subject: Freedom of Information request - Multi-Functional Devices and printing/scanning services contract(s)

Dear Single Source Regulations Office,

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)
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?

Yours faithfully,

[REDACTED]

Please use this email address for all replies to this request:

request-895552-0c87bee5@whatdotheyknow.com

Is enquiries@ssro.gov.uk the wrong address for Freedom of Information requests to Single Source Regulations Office? If so, please contact us using this form:

https://www.whatdotheyknow.com/change_request/new?body=ssro

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:

<https://www.whatdotheyknow.com/help/officers>

For more detailed guidance on safely disclosing information, read the latest advice from the ICO:

<https://www.whatdotheyknow.com/help/ico-guidance-for-authorities>

<https://www.whatdotheyknow.com/help/ico-anonymisation-code>

Please note that in some cases publication of requests and responses will be delayed.

If you find this service useful as an FOI officer, please ask your web manager to link to us from your organisation's FOI page.



Order Confirmation

Crown Commercial Service Framework Agreement RM1599 LOT 1

██████████
Single Source Regulations Office
Finlaison House 15-17 Furnival street
London
London
EC4A 1AB

Lease Purchase Order Number:
Service Purchase Order Number:

Date: 25/11/2014

Thank you for your order. Please accept this as your order confirmation.

Summary:

Xerox Model	Product Quantity	Lease Contract Length (years)	Quarterly Lease Charge	Total Quarterly Lease Charge	Service Charges – Black & White Cost Per Copy	Service Charges – Colour Cost Per Copy (if applicable)
WorkCentre 7855	1	3 year lease	£198.82	£198.82	0.199p	1.99p
Total	1			£198.82		

Contract Charges:

All lease charges will be payable quarterly in advance. Service charges are payable quarterly in arrears. Initial basic operator training is included.

The lease period will commence on the 1st day of the month following the installation date. Should the installation date not coincide with the 1st day of the month, an interim rent will be charged. The interim rent shall be a prorated sum for the period between the installation date until the end of the month and will be collected with the first invoice. The interim rent will be calculated as follows:

$$\frac{\text{Periodic Rental Payment}}{\text{Number of days in Invoice Period}} \times \text{Number of Days from the Date of installation to the End of the month}$$

Terms & Conditions

All charges exclude VAT. Payment terms will be 30 days from receipt of invoice.

Order placed in accordance with Crown Commercial Service Framework Agreement RM1599

– Lot 1, whose terms and conditions apply to the exclusion of all others.

Xerox(UK) Limited

Bridge House

Oxford Rd

Uxbridge

Middlesex

UB8 1HS

0870 100 0100

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 8003245177-50037653-SH
Date: 11 September 2019 16:22:59
Attachments: [image001.png](#)

CAUTION: External Email

Dear [REDACTED],

The contract is already in the secondary period, and for termination we required 30 days' notice. So if you do not want to terminate now, the contract will continue its billing as usual.

Hi Team,

Please could you assist the customer- changing the printer that is covered by the contract as it is now 5 years old.

Thanks and Regards,

[REDACTED]
Contract Termination and Collections, Bangalore
Xerox Technologies LTD

Phone: [REDACTED]

Email: [REDACTED]

Xerox (UK) Limited, Registered Office: Riverview, Oxford Road, Uxbridge, Middlesex UB8 1HS
Registered in England No: 330754

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From: [REDACTED]
Sent: 11 September 2019 12:02
To: [REDACTED]
Subject: RE: 8003245177-50037653-SH

Good morning,

There appears to be some misunderstanding as I have not requested a termination of the contract. I assume from the e-mail below that the current contract will roll over on a quarterly basis if no action is taken by us. It would be good to know what our other options are around extending the contract or changing the printer that is covered by the contract as it is now 5 years old.

Thanks,

From: [REDACTED]
Sent: 02 September 2019 14:44
To: [REDACTED]
Subject: RE: 8003245177-50037653-SH

CAUTION: External Email

Dear [REDACTED],

With regards to the termination request for device - 3914017865 on contract#50037653, Considering notice period the contract can be terminated as of 30/09/2019.

Please do confirm us now as the contract will continue billing for another quarter.

Post termination we will arrange to collect the machine.

If there is no response to this email the termination notice will not be activated and billing will continue.

Let us know if you have any queries.

Thanks and Regards,

[Redacted]

**Contract Termination and Collections, Bangalore
Xerox Technologies LTD**

Phone: [Redacted]

Email: [Redacted]

Xerox (UK) Limited, Registered Office: Riverview, Oxford Road, Uxbridge, Middlesex UB8 1HS
Registered in England No: 330754

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From: [Redacted]

Sent: 29 August 2019 09:46

To: [Redacted]

Cc: [Redacted]

Subject: RE: 8003245177

Good Morning,

Regarding the below, could you advise on what our options are when the current contract expires. Will it roll over on the same terms or will new terms need to be arranged? In addition, will Xerox be in touch in advance of the expiry on 30th September.

Thanks,

[Redacted]

IT Operations Analyst
Single Source Regulations Office
3rd Floor Finlaison House
15-17 Furnival Street
London
EC4A 1AB

[Redacted]

From: [Redacted]

Sent: 07 August 2019 12:25

To: [Redacted]

Cc: [Redacted]

Subject: QMS:8003245177

CAUTION: External Email

Hi [Redacted],

This is with regard to query 8003245177 raised by you.

The lease contract 50037653 for serial number 3914017865 is in secondary rental period & the end date is 30.09.2019.

If you require further details, please email our team at [Redacted]

I will proceed further in closing this query. If you require any further assistance, please feel to

contact me, my details are in the signature below.

Regards,

[REDACTED]

Dispute Co-ordinator



Email: [REDACTED]

Registered Office: Riverview, Oxford Road, Uxbridge, Middlesex, UB8 1HS . Registered in England No. 330754.

Customer Portal: Log queries and submit meter

reads-https://accountmanagement.services.xerox.com/sites/customerportal/#Home_Dispatcher-Display

Customer Portal Access issues: Office.Europe.Web.Tool.Support.Team@xerox.com

Click on [HELP](#) for any other assistance

NOTE: All remittance advice to be emailed to [REDACTED]

www.xerox.com

www.linkedin.com/company/xerox

www.youtube.com/xerocorp

Customer Experience: How am I doing? If you would like to provide feedback, please contact my manager – [REDACTED]

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