

## FOI 23/354 – IT contracts

### MHRA response

16 June 2023

Dear

Thank you for your email.

Please find below answers to the questions you have raised.

1. **What services are included in the contract(s)? (e.g. printing vs scanning etc)** – MFD Managed Print Service
2. **Which supplier is delivering them? (If in-house, please confirm or if multiple provider please identify them)** - Canon
3. **How many contracts does this entail and what's the award value for each?** – 1 contract - £~25k
4. **When do these contracts expire and do they have any extensions?** – Response is - 31st August 2023, no extension
5. **What is the annual volumetric data (split by Annual Mono and Annual Colour print)?** – Total Mono – 448,520 ; Total Colour – 200,384
6. **What is the total number of devices supplied?** - 30
7. **What Managed Print Service software solution do you use?** - UniFLOW Output Manager.
8. **How many Mono MFDs and Colour MFDs do you have?** – total 30 MFD's multi print
9. **What document management solution do you use?** – No document management solution linked to MFD's
10. **What High Volume printing devices do you use?** - IR-ADV 8285 PRO
11. **Were any framework agreements used to procure the goods/services? If so, which ones?** - RM3781
12. **Any documentation you can provide me with, e.g. the order form** – published on contract finder
13. **What department is managing the contract and who's the decision-maker?** – All contracts are managed by the Agency's IT Commercial Management Team which can be contacted via our shared mailbox [Itcommercialmanagement@mhra.gov.uk](mailto:Itcommercialmanagement@mhra.gov.uk)
14. **How many Adobe Acrobat (standard, professional and reader) licenses do you have?** – standard / reader - ~1400; professional - ~460
15. **What is the annual cost?** - N/A
16. **When is the renewal date?** – N/A
17. **Who is responsible for the contract?** – N/A
18. **Do you use any other PDF editing tools?** – No

If you disagree with how we have interpreted the Freedom of Information Act 2000 in answering your request, you can ask for an internal review. Please reply to this

email, within two months of this reply, specifying that you would like an Internal Review to be carried out.

Please remember to quote the reference number above in any future communications.

If you were to remain dissatisfied with the outcome of the internal review, you would have the right to apply directly to the Information Commissioner for a decision. Please bear in mind that the Information Commissioner will not normally review our handling of your request unless you have first contacted us to conduct an internal review. The Information Commissioner can be contacted at:

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

Yours sincerely

MHRA Customer Experience Centre  
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