

## QUESTION

### Managed printing services

- 1) Does the organisation have a managed print service? If so please state the name of the supplier used
- 2) Contract end date
- 3) Total annual cost (2016/17)
- 4) Please provide the details of individual responsible for authorising/signing the contract for the organisations procurement of printer devices – please provide the following
  - a. Name
  - b. Job Title
  - c. Maximum Sign-off

### Infrastructure

- 5) How many printer devices does the NHS organisation have?
- 6) Please provide a breakdown of the number of printers by the following types of devices:
  - a. MFDs (floor standing A3/A4 MFDs)
  - b. Networked Printers (A4 printers, desktop MFDs)
  - c. Personal Printers (A4 inkjet and small all in one devices not networked)
- 7) How many staff within the organisation use IT services and can print to printers and MFDs? incl. all staffing groups e.g IT, doctors, admin, secretaries etc.
- 8) What is the total number of pages produced per member of staff, each month?
- 9) What is the estimated % of pages printed in colour each month?

### Supply & Operational Costs

- 10) How much does it cost the NHS organisation to process a consumable transaction? ie. This should include all costs associated to raising a purchase order; raising a requisition, budgetary approval, choosing the source, raising the physical purchase order, communicating it to the supplier, receiving the goods or services, reconciling the purchase order and invoice, approving the invoice for payment, paying the invoice and archiving the documents

- 11) What is the cost per call to the provider's help desk/service desk?
- 12) What is your power cost per kWh for 2016/17?  
This represents the cost that the organisation pays for electricity divided by the total electricity consumed (kWh)
- 13) What is the average capital write-down, lease or rental period for the printers & MFDs within the organisation (e.g. 3, 4, 5 years)?
- 14) Does the organisation use non-original equipment manufacturer (non-OEM) consumables? If so, what savings has the organisation achieved through these purchases?
- 15) Has the trusted funded (either through capital or external financing) any projects relating to the procurement of printer devices?
- If so, how much has the organisation invested?
  - What is the expected/planned annual savings for the project?

**RESPONSE:**

- No
- Not applicable
- Not applicable
- Any initial requests from suppliers regarding Managed Print Services should be directed to the Procurement Team in the first instance.
- 550
- a. 78, b. 300, c. 172
- 5,500
- Estimated to be 550 pages (i.e. sides) per month, per member of staff
- We are unable to provide this information as it is not held.
- We are unable to provide this information as it is not available.
- We are unable to provide this information as it is not held.
- £0.11 per kWh
- The leases for the printers run for five years and will have varying timelines/lease end dates.
- Wherever possible the Trust uses re-manufactured consumables. A saving of circa £40k was achieved by tendering consumables.
- No, a. Not applicable, b. Not applicable

**ATTACHMENT: No**