

Freedom of Information request 87-18

Request

Managed printing services

- 1) Does the organisation have a managed print service?
 - a. 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?
 - a. If so, how much has the organisation invested?
 - b. What is the expected/planned annual savings for the project?

Response

1. NHS Borders does not currently have a managed print service.
2. Not applicable.
3. Not applicable.
4. Mrs Jackie Stephen, eHealth Lead, maximum sign off inline with SFIs of £50,000.
5. 1156 including label printers.
6. Breakdown of numbers by type (excluding label printers):
 - a) MFDs – 80
 - b) Networked Printers – 210
 - c) Personal Printers – 500
7. 4100 staff members.
8. Average 175 pages per month.
9. 10% pages printed in colour.
10. NHS Borders do not currently hold this data. Therefore under Section 17 we cannot provide at this time.
11. NHS Borders do not currently hold this data. Therefore under Section 17 we cannot provide at this time.
12. NHS Borders do not currently hold this data. Therefore under Section 17 we cannot provide at this time.
13. 3 years for MFDs.
14. NHS Borders do not currently hold this data. Therefore under Section 17 we cannot provide at this time.
15. No.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **87-18** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.