



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI540366627

Thank you for your request for information relating to Citizen communication management volume and spend.

You have requested the following information:

A: SCANNERS

1. Please name all of the IT resellers that you have contacts with and buy from:

CDW, Insight.

2. What is the length of the contracts, more specifically their end date, with the named IT resellers in question 1?

There is no contract with Insight.

CDW Contract term is 5 years. End date 26/4/2026.

3. What year and month is the next hardware refresh due?

This is as and when they need replacing for scanners.

4. Please state the number of devices deployed:

17.

5. Please name the brand of the devices mentioned:

Cannon.

Falcon Rapid Extraction Desk.

6. Please give details on how these were procured. (e.g., by Framework)

i. Procurement method?

Cash Purchased and Tender

ii. If Framework, please state which one

Crown Commercial Services for CDW to supply Scanners.

7. Who is the person(s) within your organization responsible for these contract(s)? Please provide their title and their contact details.

Jas Sandu: ICT Operational Lead.

Andy Cooper: Customer Services Manager

B: PRINTERS

1. Please name all of the IT resellers that you have contacts with and buy from?

Ricoh are our preferred partner for procurement of printers.

2. What is the length of the contracts, more specifically their end date, with the named IT resellers in question 1?

Agreement for MFD's and Desktop devices: 5 year agreement.

Agreement for Print Room devices: Print Room devices are purchased outright.

3. What year and month is the next hardware refresh due?

Agreement for MFD's and Desktop devices: 5 year agreement. The contract end date is March 2025.

Agreement for Print Room devices: Print Room devices are purchased with a maintenance only contract until December 2025.

4. Please name the number of devices deployed:

MFD's: 161

Desktop Printers: 78

Print Room Devices: 5

5. Please name the brand of the devices mentioned:

Ricoh for MFD's and Printers.

Cannon for print room equipment.

6. Please give details on how these were procured. (e.g. By Framework)

i. Procurement method?

Tender.

ii. If Framework, please state which one.

For MFD's and Desktops we used the CBC Framework - CBC Y17035. We would expect to use the same Framework for Local Government, when we next go to tender.

For Print Room Equipment we used CCS framework RM3781.

7. What is your annual print/copy volume and spend?

- **Total Pages Printed?**
- **Scanned Pages?**
- **Colour Printing Ratio %?**
- **Total Click Charge (£) £?**

MFD's & Desktops - Average Monthly Volumes are:

Mono = 895,528 and Colour = 462,757

Printroom: This varies but is around 100k-110k colour and 375k mono.

MFD's & Desktops: The approximate split is 70% colour and 30% mono.

Printroom:

2 Colour Canon IPC850 & IPC910.

3 Mono Canon Vario 120,120,140 – a 60% Mono/40% Colour split.

8. Who is the person(s) within your organization responsible for these contract(s)? Please provide their title and their contact details.

For MFDs and Desktop devices: Jas Sandu

Email: jas.sandu@coventry.gov.uk

For Print Room Equipment: Andy Cooper

Email: DigitalPrintandMailroom@coventry.gov.uk

C: DIGITAL & POSTAGE

1. Who supplies your e-billing (email distribution / digital portal) capability?

Capita.

2. How many e-bills (i.e. council tax) do you send each year?

We do not hold this information and are advising you as per Section 1(1) of the Act. To clarify, all bills are created in the same way. Whilst we may be able to determine how many bills are issued each day, we are unable to provide a total as the daily reports are not retained.

3. How many e-bills (i.e. council tax) are retrieved from your online portal each year?

None. We are not using the online portal at present for people to retrieve their council tax bill. Bills are sent out as an attachment via email.

4. How much do you pay for your e-billing service annually?

We are unable to answer this question. This is not identified as a separate cost within the software contract with Capita – it is an overall inclusive contract for lots of different elements.

5. When does your e-billing contract expire?

The whole Capita contract is being renewed at the end of this year.

6. Who is the person within your organisation responsible for this contract/s? Please provide their title and contact details.

Please contact Procurement Services by email.

Email: procurement.services@coventry.gov.uk

7. What is your annual spend on postage relating to citizen communications (e.g. revenues and benefits, electoral services, everyday ad hoc mail)?

£505K

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance