



15/10/2020

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[REDACTED]
[REDACTED]

Dear [REDACTED]

Freedom of Information Request: 222020

Thank you for contacting CITB requesting information under the Freedom of Information Act (FOIA). Your email, dated 17th September 2020, asked for the following information in relation to:

- a) Photocopiers/MFDs (Multi-Functional Device)
 - b) Printers
 - c) Print room / reprographic
 - d) Desktops
 - e) Laptops
 - f) Displays
-
1. Please name all the IT resellers that you have contacts with and buy from.
 2. What is the length of the contracts, more specifically their end date, with the named IT resellers in question 1.
 3. What year and month is the next hardware refresh due?
 4. Please name the number of devices deployed by Council?
 5. In reply to question 4, which department/facility are those located?
 6. Please name the brand and model of the devices mentioned and the spend for each product.
 7. Details on how these were procured. i.e. By Framework
 - i. Procurement method
 - ii. If Framework, please state which one.
 8. Do you normally purchase equipment as services or as a capital?
 9. What is your annual print/copy volume and spend?



10. Who is the person(s) within your organization responsible for the MFD's, print hardware, and supplies contract(s)? Please provide their title and their contact details.
11. Who is responsible for purchasing end user devices such as laptops, desktops, displays and accessories? Please provide their title, and their contact details.

My response is as follows:

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

- a) Xerox
- b) SSCL*
- c) PSL
Borne
- d) SSCL*
- e) SSCL*
- f) SSCL*

* SSCL are CITB's outsourced partner. IT hardware is sourced by SSCL under our outsourced partner agreement.

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

The length of the contracts are as follows:

- a) Xerox – 5 years – expires 30/11/2021
- b) SSCL – 10 years (+5) – expires Feb 2028 with option to extend for up to 5 years
- c) PSL – 2 years (+2) – expires 01/03/2021 with option to extend for 2 x 12 months
Borne – 4 years (+1) – expires 03/02/2023 with option to extend for 12 months
- d) As per b)
- e) As per b)
- f) As per b)

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

This is on an ongoing basis, there is no set month or time that this occurs.

4. Please name the number of devices deployed by Council?

Please note that CITB is not a Council.



5. In reply to question 4, which department/facility are those located?

6. Please name the brand and model of the devices mentioned and the spend for each product?

The answer to Questions Q4, Q5 and Q6 are all incorporated in the same response, due to their interconnections.

The diverse source of the data, and multiple locations where it is held, mean that to gather this data would require a search through different systems, locations and with individuals. The estimated time to obtain and collate this data and provide a response to these questions would exceed the time and cost limits allowed for a Freedom of Information response. We are therefore exempting this particular element from our response on the grounds of Section 12 of the FOI Act (Requests where the cost of compliance exceeds the appropriate limit). It is estimated that it will take one person in excess of 18 working hours to gather and collate this data (estimated at least 24 hours) therefore, falling under this exemption.

In relation to our response to Q4, Q5 or Q6, if there are any specific devices listed by you in your original list of devices that you wish to know the specific data, and therefore narrowing the criteria or your request, please contact us and we will determine whether we are able to comply with that specific element within the permitted costs and timescales attributed to Freedom of Information requests.

7. Details on how these were procured. i.e. By Framework

i. Procurement method

The method is by Tender.

ii. If Framework, please state which one.

This is not applicable.

8. Do you normally purchase equipment as services or as a capital?

This is a mixed solution; it depends on what the item is and what service is being bought.

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

Due to the multiple locations where this data is held, the estimated time to obtain and collate this data and provide a response to this question would exceed the time and cost limits allowed for a Freedom of Information response. We are therefore exempting this particular element from our response on the grounds of Section 12 of the FOI Act (Requests where the cost of compliance exceeds the appropriate limit). It is estimated that it will take one person



in excess of 35 working hours to gather and collate this data, therefore falling under this exemption.

10. Who is the person(s) within your organization responsible for the MFD's, print hardware, and supplies contract(s)? Please provide their title and their contact details.

The person responsible for the MFD's, print hardware, and supplies contract(s) is the Estates Manager, the contact details of which cannot be provided, in line with data protection requirements, so as to protect the individual's identity.

11. Who is responsible for purchasing end user devices such as laptops, desktops, displays and accessories? Please provide their title, and their contact details?

The person responsible for purchasing end user devices such as laptops, desktops, displays and accessories is the IT Operations Manager, through the support service provided by our Enabling Partner SSCL, contact details are: support.sscl_it_serv_mgmt@soprasteria.com

If you are unhappy with this response, or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied, then you may apply for an independent internal review by contacting Adrian Beckingham, Corporate Performance Director, CITB, Sand Martin House, Bittern Way, Peterborough, PB2 8TY or email adrian.beckingham@citb.co.uk.

If you remain unhappy following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Further details of the role and powers of the Information Commissioner can be found on the Commissioners website: <https://ico.org.uk/>

Yours sincerely

Jonathan Francis
Information Risk & Data Governance Manager