

[REDACTED]  
[REDACTED]

17 August 2017  
Reference: F0003310

Dear [REDACTED]

I am writing in respect of your recent request of 21 July 2017, for the release of information held by the Civil Aviation Authority (CAA). Your request has been considered in line with the provisions of the Freedom of Information Act 2000 (FOIA).

Your request:

*I am interested in obtaining information relating to the supply of a Managed Print Service and associated elements to the Civil Aviation Authority.*

*Specifically, if you are able to answer the following questions I would be grateful.*

- 1. Who is currently contracted to supply MultiFunction Devices (MFDs), or similar products such as photocopiers and printers to your organisation?**  
Apogee (originally Danwood, who were acquired by Apogee in 2017)
- 2. What is the duration of that contract and when does it end?**  
Five years, ends 30/06/2019
- 3. What is the total value of that contract over the term? Please include hardware, management and service charges.**  
MFD lease cost £230K, variable copy charges
- 4. How many related hardware devices are currently deployed across your organisation?**  
34
- 5. What, if any, software solution is utilised in conjunction with the hardware?**  
PaperCut MF
- 6. Under what route to market (CCS, OJEU etc) is that contract purchased?**  
Through the Crescent Purchasing Consortium: Lot 2 - Multi-Functional and Reprographic Devices and Associated Print Services

**7. Is a third-party Systems Integrator a part of the management of that contract, and if applicable, who is that?**

No

**8. Does your organisation utilise an Enterprise Content Management application for managing documents and workflow? Please supply details if applicable.**

OpenText LiveLink

**9. Does your organisation have an on-site reprographics function? Is this outsourced? If so please provide details of contract length, supplier and total value?**

Yes, onsite, not outsourced

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Caroline Chalk  
Head of External Information Services  
Civil Aviation Authority  
Aviation House  
Gatwick Airport South  
Gatwick  
RH6 0YR

[caroline.chalk@caa.co.uk](mailto:caroline.chalk@caa.co.uk)

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely



Rihanne Stephen  
Information Rights Officer

**CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE**

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.