

[REDACTED]  
[REDACTED]

4 September 2017  
Reference: F0003340

Dear [REDACTED]

I am writing in respect of your recent request of 4 August 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:

**Please could you provide the following information with regards to your current printing expenditure:**

- 1. Current printing and photocopier contract details?**
  - A. Photocopiers/MFDs**

Contract let via Crescent Purchasing Consortium Lot 2 - Multi Functional and Reprographical Devices and Associated Print Services.
  - B. Printers**

Not applicable, CAA purchased equipment.
  - C. Print room / reprographics**

Contract let existing provider (Danwood) for Print Room kit refresh
  
- 2. Companies awarded?**
  - A. Photocopiers/MFDs**

Contract is with Apogee (originally through Danwood, who were acquired by Apogee in 2017)
  - B. Printers**

Not applicable, CAA direct purchase.
  - C. Print room / reprographics**

Contract is with Apogee (originally through Danwood, who were acquired by Apogee in 2017)
  
- 3. Length of contract/s and end dates?**
  - A. Photocopiers/MFDs**

Contract is for five years, ending 30th June 2019.
  - B. Printers**

Not applicable.
  - C. Print room / reprographics**

Contract is for five years, ending 30th June 2021.

4. **Number of devices?**
  - A. **Photocopiers/MFDs** – 34
  - B. **Printers** – 200
  - C. **Print room / reprographics** – 4
  
5. **Annual print/copy volume**
  - A. **Photocopiers/MFDs** – 4m
  - B. **Printers** – 4,751,564 pages (July 31 2016 – Aug 01 2017)
  - C. **Print room / reprographics** – 1.6m
  
6. **Annual spend?**
  - A. **Photocopiers/MFDs** - MFD lease cost £230k, variable copy charges
  - B. **Printers** - £22,948.55 (July 31 2016 – Aug 01 2017)
  - C. **Print room / reprographics** - £18,500k, variable copy charges
  
7. **Details on how these were procured. i.e. By Framework**
  - A. **Procurement method** - MFD tender process, Print Room direct contract award to incumbent supplier, printers sourced via third party IT desktop supplier (Computacenter) where applicable (no refresh programme)
  - B. **If Framework, please state which one** See Q1a.
  
8. **Do you have any print management software? If so, which software?** PaperCut MF
  
9. **Do they supply you with any scanning software (additional to the software native to the device)?** Yes, 'MailtoMe'
  
10. **What Document Management solution/s do you currently use within your organization?** Open Text Live Link, ADOS (Canon).
  
11. **What PDF software do you pay for? Adobe Acrobat & Nitro And how many licenses do you pay for (an average per annum would be a good number here please)?** Most are perpetual licences, we also hold 48 'Adobe Cloud' licences
  
12. **What is the name of the person within your organization responsible for the MFDs and the contract, what is their title, and their email address please?**  
Simon Sheeran, Head of IT Service, [simon.sheeran@caa.co.uk](mailto:simon.sheeran@caa.co.uk)
  
13. **How do you procure your print consumables/supplies?** Via contracted desktop supplier (Computacenter) as applicable
  
14. **What is the annual spend on print consumables?** £40k PA.
  
15. **Do you use a framework to procure consumables?** See Q13.

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

A handwritten signature in black ink that reads "Rihanne Stephen". The signature is written in a cursive style.

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.