

From: Freedom of Information Requests

Sent: 31 August 2023 14:39

To:

Subject: FOI Response - [REDACTED]

Dear [REDACTED],

Thank you for your Freedom of Information request dated 18 August 2023 for information about citizen communication management volume and spend. Please find below City of Doncaster Council's responses to the questions you have raised.

A: SCANNERS

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

Response: The City of Doncaster Council do not have a contracted supplier for the purchase of scanners, but do have a contract with DocStor Ltd for scanner maintenance.

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

Response: This information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information from the right of access if that information is reasonably accessible to the applicant by other means. In this case the information is available on our website here: <https://www.doncaster.gov.uk/services/the-council-democracy/procurement>

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

Response: Purchased on adhoc basis when needed, no plans for any new purchases in the immediate future.

4. Please state the number of devices deployed

Response: 10 Scanners

5. Please name the brand of the devices mentioned

Response: Fujitsu

6. Please give details on how these were procured. (e.g., by Framework) i. Procurement method? ii. If Framework, please state which one

Response: General value for money comparisons when making a low value adhoc purchase.

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

Response: This information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information from the right of access if that information is reasonably accessible to the applicant by other means. In this case the information is available on our website here: <https://www.doncaster.gov.uk/services/the-council-democracy/procurement>

B: PRINTERS - Please be advised the MFDs also have a scan function

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

Response: Ricoh

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

Response: This information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information from the right of access if that information is reasonably accessible to the applicant by other means. In this case the information is available on our website here: <https://www.doncaster.gov.uk/services/the-council-democracy/procurement>

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

Response: No MFD refresh planned

4. Please name the number of devices deployed

Response: 70 fleet MFDs, 4 production printers, 2 plotters

5. Please name the brand of the devices mentioned

Response: Ricoh

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

Response: Full Procurement project

ii. If Framework, please state which one.

Response: CCS

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

- Total Pages Printed?

Response: 8 million

- Scanned Pages?

Response: This information is not held by City of Doncaster Council as the devices do not record this.

- Colour Printing Ratio %?

Response: Mono v Colour 4 v 1

- Total Click Charge (£) £?

Response: £43,000

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

Response: This information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information from the right of access if that information is reasonably accessible to the applicant by other means. In this case the information is available on our website here: <https://www.doncaster.gov.uk/services/the-council-democracy/procurement>

C: DIGITAL & POSTAGE

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

Response: In house development

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

Response: Currently 23,622

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

Response: This information is not held by City of Doncaster Council as we do not monitor users accessing their documents, but each user that receives an e-bill has access to the document via the portal.

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

Response: No cost as in house

5. When does your e-billing contract expire?

Response: Not applicable as in house

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

Response: Not applicable as in house

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

Response: This information is not held by City of Doncaster Council as we do not record postage costs by recipient category e.g. citizen.

I hope that this information is useful to you.

The City of Doncaster Council estimates that it has cost £127.50 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email FOIAppeals@doncaster.gov.uk

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. www.ico.org.uk Telephone 0303 123 1113.

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