



Sent by email to:

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Date: 19 May 2025

Our Reference: FOI 008 25-26

Enquiries to: Information Compliance Officer

Freedom of Information Act 2000

Dear [REDACTED]

We are writing in respect of your application for the release of information held by the Service, which we received on 16 April 2025. We can confirm that we have now completed our search for the information requested.

You asked:

A. Print Estate Overview

1. *What is the total number of photocopiers, multi-functional devices (MFDs), single-function printers, and dedicated print room devices currently in use across the organisation? Please include:*
 - o *The manufacturer of each device and models in use*
 - o *The current supplier or service provider*
 - o *Print management software in use: ie, PaperCut, Vasion Print, HP Secure Print, SafeQ*

Our answer:

We can confirm that we hold the information requested, except as noted below.

Model	Number	Supplier	software
Ricoh IM C300F	47	Ricoh	RICOH CloudStream client - PMC

Ricoh IM C4510	26	Ricoh	RICOH CloudStream client - PMC
Ricoh IM C6500	1	Ricoh	RICOH CloudStream client - PMC
Canon ImagePROGRAF TX3100 Z36	1	Canon	TX print driver
Printrex 812 Mobile Printer	178	Printrex	Printrex driver
Oki ML280	70	Oki	Oki driver

You asked:

2. Do you utilise any other types of printers such as the below list, and if yes, please provide details of the numbers, manufacturer and supplier details:
- Wide format printers
 - Label printers
 - ID badge printers
 - Braille printers

Our answer:

We have 3 label printers – 1 Dymo Rhino 5200, 1 Brother and 1 Brady. We are unable to provide you with the additional details requested as per Section 1 of the Freedom of Information Act 2000.

2 ID Badge Printers – Fargo DTC4500e.

We do not have wide format printers or braille printers.

You asked:

B. IT and Print Supply Chain

3. Please list all Print and IT resellers or suppliers you currently engage with for:

- Toners and consumables – direct with supplier
- Parts and servicing - direct with supplier
- Procurement of laptops, PCs, tablets, and other end-user devices

Our answer:

Our Toner and consumables are provided by our suppliers of the relevant devices, as are our parts and servicing needs.

Regarding the procurement of laptops etc we utilise the following suppliers Centerprise, Cura technology, inspired technology, Virgin Media, Accutek, TrustMarque, Radio comms, total mobile, reveal media, legacy telecom, multiton, Critico, 2cl communication, avoira.

You asked:

4. What are the contract durations (start and end dates) associated with each of the above suppliers?

Our answer:

The Centerprise agreement is the only one for which we have a contract, all the rest are purchased on an ad hoc basis. The Centerprise contract dates start, and end dates are 03/07/2023 – 03/07/2026.

You asked:

C. Technology Refresh Cycles and Hardware Estate

5. When is your next scheduled refresh or renewal for:

- *Print hardware*
- *End-user computing devices*
- *Core IT infrastructure*

Our answer:

We are currently in a contract for our print hardware needs until 2027. This contract has optional additional extensions of up to two additional one-year terms therefore the next scheduled renewal will occur upon expiry of this agreement.

Our End-user computing devices and Core IT infrastructure agreements are on a continuous cycle of renewal with a five-year and seven-year lifecycle respectively.

You asked:

6. Who is your current supplier for print and MFD devices deployed across your estate?

Our answer:

Ricoh

You asked:

7. Which brands of devices are currently deployed for print and end user computing (e.g. HP, Samsung, Epson, Dell, Apple, etc.)?

Our answer:

Ricoh, Dell, Microsoft, Apple and Samsung

You asked:

D. Procurement Routes

8. How were the above devices and services procured?

- Was this via a public sector framework, open tender, or another route?
- If procured via a framework, please specify the framework name and whether this was through a mini-competition or direct award.

Our answer:

Frameworks (RM6068 & RM6174) and quoting.

You asked:

E. Spend and Volumes

9. What is the annual spend on printing (including both hardware and ongoing costs such as consumables and servicing)?

Our answer:

£80,000

You asked:

10. What is your annual print/copy volume (approximate if necessary)?

Our answer:

1.8 Million pages

You asked:

11. What is your approximate annual spend on ICT hardware, including:

- Laptops and PCs
- Monitors, displays, and signage
- Audio visual equipment (including touch screens)
- Visitor management systems
- Tablets and mobile devices

Our answer:

Our annual spend on ICT hardware varies every year depending on where we are in the equipment refresh cycle. Please see figures for actual spend below for the last 3 financial years as an indicator. Due to the level of variation we do not hold, per Section 1 of the Freedom of Information Act 2000, an approximate spend.

2022/23 – 415,087.39

2023/24 – 761,543.64

2024/25 – 393,377.23

You asked:

F. Key Contacts

12. Who is responsible for managing your print/MFD estate and related contracts? - Please provide job title(s) and, where available, contact information.

13. Who is responsible for the procurement and management of end-user computing devices (laptops, PCs, Macs, tablets, etc.)?

- o Please provide job title(s) and, where available, contact information.*

Our answer:

The release of the information requested would enable the identification of a specific individual and so it is personal data within the meaning of the UK GDPR. Section 40 of the Freedom of Information Act 2000 provides that the personal data of another individual is exempt if its disclosure would breach any of the data protection principles in Article 5 of the UK GDPR. The Service considers that the information withheld consists of personal data of a member of staff and that disclosure would constitute unfair and unlawful processing. Therefore, we are refusing to provide this information per Section 40(1) of the Freedom of Information Act 2000. This is an absolute exemption and does not require a public interest test.

The above concludes our investigation into this matter.

Any future correspondence with Hampshire and Isle of Wight Fire and Rescue Service in relation to this matter should be sent to the Information Compliance Officer at the above address.

If for whatever reason you are unhappy with our response you may request an internal review by contacting DP@hantsfire.gov.uk or by writing to the Data Protection Officer at the above address.

Should you remain dissatisfied you can appeal against the internal review decision by contacting the Information Commissioners Office. This can be done online at www.ico.org.uk/foicomplaints or by post to The Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

Information Compliance Officer
Hampshire and Isle of Wight Fire and Rescue Service