

**Freedom of Information request:** Reference number FOI2025/00381

**Date of request:** 15th April 2025

**Request:**

Could you kindly provide information in response to the questions below?

**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:

- \* The manufacturer of each device and models in use
- \* The current supplier or service provider
- \* Print management software in use: ie, PaperCut, Vasion Print, HP Secure Print, SafeQ

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

**B. IT and Print Supply Chain**

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

- \* Toners and consumables
- \* Parts and servicing
- \* Procurement of laptops, PCs, tablets, and other end-user devices

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

**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

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

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

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.

E. Spend and Volumes

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

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

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

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.)?

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

Thank you in advance for your time and assistance. If any of the above falls outside the scope of your FOI obligations, or if clarification is needed, I would be happy to refine the request accordingly.

**Response:**

Further to your request, please see below for the information regarding LFB print management.

#### 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:*

- \* The manufacturer of each device and models in use*
- \* The current supplier or service provider*
- \* Print management software in use: ie, PaperCut, Vasion Print, HP Secure Print, SafeQ*

Please see below for the total number of LFB devices. LFB have a managed current print service delivered by the suppliers SCC, which covers all aspects of the print requirement. The manufacturer of each device and model is Canon ImageRunner Advance. The Print Management software currently in use is Uniflow Online Cloud Print Scan.

#### Canon Devices

Name	Total
imageRUNNER ADVANCE DX 4935i MFP	30
imageRUNNER ADVANCE DX C3935i MFP	7
imageRUNNER ADVANCE DX C259i	133
imageRUNNER ADVANCE DX C359i MFP	1
i-SENSYS X 1238Pr II	2

The Print Management software in use is UniFlow

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*

Please see below for a list of other types of printers at LFB. The card printers are supplied by G4S Secure Solutions (UK) Limited and manufactured by AMAG Technology and managed by LFB.

Type	Total
Wide format printers	2

Label printers	0
ID badge printers	1
Braille printers	0

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

- \* Toners and consumables*
- \* Parts and servicing*
- \* Procurement of laptops, PCs, tablets, and other end-user devices*

LFB also uses toners and consumables , which is part of the managed service through SCC.

Parts and Servicing: Managed service through SCC

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

*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*

For questions 4 to 5 regarding contract durations the following applies. Print hardware is approximately for 5 years as currently being refreshed. The current duration is 01 September 2024 to 31 August 2029.

For End-user computing devices, laptops and tablets have a contract duration from 01 September 2023 to 31 August 2026. End user computers includes tablets and laptops, which are not a renewable schedule but are managed according to supplier support for the devices, typically 3-4 years.

10zig approximately 5 years as these have all just been replaced. The contract schedule is 05<sup>th</sup> December 2023 to 04<sup>th</sup> December 2026. LFB's Core IT infrastructure covers multiple devices and services.

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

This is a managed service through SCC.

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

LFB currently use Canon for printing, HP for tablets and 10Zig for zero clients.

*D. Procurement Routes*

*8. How were the above devices and services procured?*

*\* Was this via a public sector framework, open tender, or another route?*

Public Sector Frameworks

*\* If procured via a framework, please specify the framework name and whether this was through a mini-competition or direct award.*

For procurement of these devices, LFB went via the Public Sector Framework.

The Frameworks used for the Managed print and device support was through CCS RM6098 Technology products and Associated Services 2 Framework. The End user Device Purchase was through the NHS London Procurement Partnership (LPP) Information Management & Technology (IM&T) (Lot 3) Framework.

*E. Spend and Volumes*

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

Annual spend on printing or LFB is £132,000 for the managed print service.

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

See above.

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

*\* Laptops and PCs*

£750,000

*\* Monitors, displays, and signage*

£125,000

*\* Audio visual equipment (including touch screens)*

This is not an annual spend item at LFB with devices renewed every 5 years at an annualised cost would be estimated at £190,000.

*\* Visitor management systems*

N/A

*\* Tablets and mobile devices*

£85,000

*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.*

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

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

Phil Freestone  
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