

7 September 2023

Reference: FOI 498 Freedom of Information request

Thank you for your email, which we received on 11 August 2023. Your request has been handled under the Freedom of Information Act 2000.

You asked us:

To provide information on the questions below relating to the Prisons and Probation Ombudsman's current multi-functional devices and printing/scanning services contract(s).

1. What services are included in the contract(s)? (e.g. printing vs scanning etc)?
2. Which supplier is delivering them? (if in-house, confirm or if multiple provider please identify them)?
3. How many contracts does this entail and what's the award value for each?
4. When do these contracts expire and do they have any extensions?
5. What is the annual volumetric data (split by Annual Mono and Annual Colour print)?
6. What is the total number of devices supplied?
7. What Managed Print Service software solution do you use?
8. How many Mono MFDs and Colour MFDs do you have?
9. What document management solution do you use?
10. What High Volume printing devices do you use?
11. Were any framework agreements used to procure the goods/services? If so, which ones?
12. Any documentation you can provide.
13. What department is managing the contract and who's the decision-maker?
14. How many Adobe Acrobat (standard, professional and reader) licenses do you have?
15. What is the annual cost?
16. When is the renewal date?
17. Who is responsible for the contract?
18. Do you use any other PDF editing tools?

Our response:

We have searched our records and hold some of the requested information on the following questions.

For question 1 "what services are included in the contract(s)?" and question 2, "which supplier is delivering them?", [REDACTED] provide a digital mailroom service, which includes scanning all incoming post.

For question 3 “How many contracts does this entail and what's the award value for each?”, we are applying an exemption. The exemption applied (under the Freedom of Information Act) is:

- Section 43(2) – ‘Information would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)’.

As a qualified exemption, we have considered whether the public interest in withholding the information outweighs the public interest in disclosing the information and we are satisfied that it does. Therefore, our decision is that disclosure is not in the public interest, and we are withholding the information.

For question 4, “when do these contracts expire and do they have any extensions?”, the contract operates on a rolling 12-week period.

For question 7, “what managed print service software solution do you use?”, the PPO uses Xerox Workspace Cloud.

For question 8, “how many mono MFDs and colour MFDs do you have?”, the PPO has one MFD.

For question 9. “what document management solution do you use?”, the PPO uses the Public Protection Unit Database (PPUD) case management system.

For question 18, “do you use any other PDF editing tools?”, the PPO uses PDF Xchange Editor.

For the questions listed below, the information you requested is not held by us.

5. What is the annual volumetric data (split by annual mono and annual colour print)?

6. What is the total number of devices supplied?

10. What high volume printing devices do you use?

11. Were any framework agreements used to procure the goods/services? If so, which ones?

12. Any documentation you can provide.

13. What department is managing the contract and who's the decision-maker?

14. How many Adobe Acrobat (standard, professional and reader) licenses do you have?

15. What is the annual cost?

16. When is the renewal date?

17. Who is responsible for the contract?

We suggest you contact the Ministry of Justice, as they may be able to provide this data, and their details are as follows:

Disclosure team
Postal Point 10.25, Floor 10
102 Petty France
London SW1H 9AJ

Alternatively, their email address is data.access@justice.gov.uk

You have the right to appeal against our response if you think it is incorrect. Details can be found in the ‘How to Appeal’ section attached at the end of this letter.

The Prisons and Probation Ombudsman (PPO) carries out **independent investigations** into complaints and deaths in custody. The detailed role and responsibilities of the PPO are set out in our office's Terms of Reference. The PPO has three main duties:

- to **investigate complaints** made by prisoners, young people in detention (prisons and secure training centres), offenders under probation supervision and individuals detained under immigration powers (detained individuals)
- to **investigate deaths** of prisoners, young people in detention, approved premises' residents and detained individuals due to any cause, including any apparent suicides and natural causes
- to **investigate deaths of recently released prisoners** that occur within 14 days of release from prison (except homicide)

The purpose of these investigations is **to understand what happened, to correct injustices and to identify learning** for the organisations whose actions we oversee so that the PPO makes a significant contribution to safer, fairer custody and offender supervision.

We may use or share your data only to the necessary extent when conducting our independent investigations in the exercise of our official authority. We will share your data with third parties (e.g. the prison) in order to make sure the information is accurate; to prevent or detect failings; and to identify lessons learnt. We may sometimes need to share your data with third parties if required by law. We only keep your personal data for as long as it is needed, as set out in our data retention policy. If you need any further information about how your data is used, please contact us.

How to Appeal

Internal Review

If you are not satisfied with this response, you have the right to an internal review. The handling of your request will be looked at by someone who was not responsible for the original case, and they will make a decision as to whether we answered your request correctly.

If you would like to request a review, please write or send an email to the Prisons and Probation Ombudsman's office **within two months of the date of this letter**, at the following address:

Prisons and Probation Ombudsman
Third Floor
10 South Colonnade
Canary Wharf
London
E14 4PU
E-mail: Mail@ppo.gov.uk

Information Commissioner's Office (ICO)

If you remain dissatisfied after an internal review decision, you have the right to apply to the Information Commissioner's Office. The Commissioner is an independent regulator who has the power to direct us to respond to your request differently, if he considers that we have handled it incorrectly.

You can contact the ICO at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Internet address: <https://ico.org.uk/>