



Reference: FOI-917

Request:

Displays

Q1. Please name all the IT resellers that you have contacts with and buy from.

We purchased all displays from Equans this contract has now ended, we are in the process of undertaking a procurement to find a new supply chain.

Q2. What is the length of the contracts, more specifically their end date, with the named IT resellers in question 1.

N/A as per Q1

Q3. What year and month is the next hardware refresh due?

We don't have a specific hardware refresh date from monitors however we are in the process of procuring approximately 400 units.

Q4. Please name the number of devices deployed by the NHS/Fire service/university/council/school?

All our monitors have been deployed by our previous outsourced IT provided Equans. we have approximately 1105 monitors on the estate.

Q5. In reply to question 4, which department/facility are those located?

We don't hold information on where each monitor is located.

Q6. Please name the brand and model of the devices mentioned and the spend for each product.

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Information not held. We have a range of devices and as we purchased through an outsourced company we are unable to provide detail to this level as we did not choose or keep records of particular models.

Q7. Details on how these were procured. i.e. By Framework

- i. Procurement method: previously through a change notice to an existing contract
- ii. If Framework, please state which one.: N/A

Q8. Do you normally purchase equipment as services or as a capital?

We have done both in the past however currently we would look to purchase as capital.

Q9. What is your annual print/copy volume and spend?

N/A

Q10. Who is the person(s) within your organization responsible for the MFD's, print hardware, and supplies contract(s)? Please provide their title and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

Q11. Who is responsible for purchasing end user devices such as laptops, desktops, networking, infrastructure, cyber security, displays and accessories? Please provide their title, and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

Photocopiers/MFDs (Multi-Functional Device)

Q1. Please name all the IT resellers that you have contacts with and buy from.

Canon

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Q2. What is the length of the contracts, more specifically their end date, with the named IT resellers in question 1.

Start- March 2020 – End April 2024 + 1 yr Extension option to April 25

Q3. What year and month is the next hardware refresh due?

We don't have a hardware refresh as this is a service contract, hardware is supplied and replaced as needed as part of the service.

Q4. Please name the number of devices deployed by the NHS/Fire service/university/council/school?

We have 118 MFD's

Q5. In reply to question 4, which department/facility are those located?

Site	Count
Addison Street, North Shields	1
Adopt North East	2
Bridlington Close, Battle Hill	2
Business Centre, North Shields	1
CFC North Shields & Library	5
CFC Wallsend & Library	4
CFC Whitley Bay & Library	4
Chirton Depot, North Shields	1
Hadrian Leisure Centre	1
High Borrans, Windermere	1
Howdon Childrens Centre	1
Howdon Community Centre	1
Joint Loan Equipment Service	2
Killingworth Site	11

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Langdale Centre	10
Library Battle Hill	1
Library Cullercoats	1
Library Dudley	1
Library Forest Hall	1
Library Howdon	1
Library Longbenton	1
Library Monkseaton	1
Library Shiremoor	1
Library Whitley Bay	1
Library Wideopen	1
Lime Tree House, Forest Hall	1
Maritime Chambers, North Shields	1
Norham ALA	3
North Tyneside General Hospital	3
Preston Cemetery	1
Purley Close	2
Quadrant East	18
Quadrant West	5
Rising Sun Country Park	1
Riverdale	1
Riverside Centre	7
Segedunum Business Centre - ALA	1
Shiremoor Adventure Playground	1
Shiremoor Childrens Centre	1
St.Mary's Lighthouse, Whitley Bay	1
Swans Centre	1
The Parks Sports Centre	1
Tynemouth Pool	1
Waves Leisure Centre	1

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White Swan Centre	8
Working Well, Beacon Centre, North Shields	1
YMCA NEW, North Shields	1

Q6. Please name the brand and model of the devices mentioned and the spend for each product.

Information not held. We have a range of device models as we lease a service we are unable to provide detail to this level as we did not choose models or keep records of particular models.

Q7. Details on how these were procured. i.e. By Framework

i. Procurement method: Procurement: Framework

ii. If Framework, please state which one.: Procurement: CCS RM1559 Lot 2

Q8. Do you normally purchase equipment as services or as a capital?

We purchase MFD's as a service.

Q9. What is your annual print/copy volume and spend?

Year	Quarter	Pages	Jobs	Color	B/W	Duplex	Costs
2022	1	1,381,148	247,305	195,164	1,185,984	919,744	£7,572.30
2022	2	1,352,283	248,598	162,771	1,189,385	927,770	£6,839.06
2022	3	1,401,964	253,233	149,449	1,252,447	1,007,042	£6,695.25
2022	4	1,285,925	228,352	150,671	1,135,019	911,262	£6,421.93
Total		5,421,320	977,488	658,055	4,762,835	3,765,818	£27,528.54

Q10. Who is the person(s) within your organization responsible for the MFD's, print hardware, and supplies contract(s)? Please provide their title and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

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Reference: FOI-917

Q11. Who is responsible for purchasing end user devices such as laptops, desktops, networking, infrastructure, cyber security, displays and accessories? Please provide their title, and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 10

Printers

Q1. Please name all the IT resellers that you have contacts with and buy from.

Information not held. We have no records of purchasing any specific printers since the Partnership.

Q2. What is the length of the contracts, more specifically their end date, with the named IT resellers in question 1.

No established Contracts for Printers outside the Canon Contract as per the MFD section

Q3. What year and month is the next hardware refresh due?

Information not held. We don't have a fixed hardware refresh date for this device type.

Q4. Please name the number of devices deployed by the NHS/Fire service/university/council/school?

Information not held.

Q5. In reply to question 4, which department/facility are those located?

Information not held.

Q6. Please name the brand and model of the devices mentioned and the spend for each product

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Information not held. We have a range of device models as we lease a service we are unable to provide detail to this level as we did not choose models or keep records of particular models.

Q7. Details on how these were procured. i.e. By Framework

i. Procurement method: low level purchase direct spend

ii. If Framework, please state which one.: N/A

Q8. Do you normally purchase equipment as services or as a capital?

We purchase MFD's as a service as per the MFD questions.

Q9. What is your annual print/copy volume and spend?

We don't hold this information.

Q10. Who is the person(s) within your organization responsible for the MFD's, print hardware, and supplies contract(s)? Please provide their title and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

Q11. Who is responsible for purchasing end user devices such as laptops, desktops, networking, infrastructure, cyber security, displays and accessories? Please provide their title, and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

Print room / reprographic

Q1. Please name all the IT resellers that you have contacts with and buy from.

Xerox

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Q2. What is the length of the contracts, more specifically their end date, with the named IT resellers in question 1.

Xerox direct, this contract is awaiting being novated from our outsourced provider so we don't currently hold this information.

Q3. What year and month is the next hardware refresh due?

We don't have a hardware refresh as this is a service contract, hardware is supplied and replaced as needed as part of the service.

Q4. Please name the number of devices deployed by the NHS/Fire service/university/council/school?

3

Q5. In reply to question 4, which department/facility are those located?

IT

Q6. Please name the brand and model of the devices mentioned and the spend for each product.

Xerox Vesant 4100 press

Xerox Vesant 3100 press

Xerox prime link B9136

We don't hold the detailed information on costs as we are awaiting the novated contracts from our previous outsourcer.

Q7. Details on how these were procured. i.e. By Framework

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- i. Procurement method: These were purchased through a change notice on our old outsourced IT and Print contract
- ii. If Framework, please state which one.: Procurement: N/A

Q8. Do you normally purchase equipment as services or as a capital?

We purchase as a service.

Q9. What is your annual print/copy volume and spend?

We don't hold this information as we are awaiting the novated contracts from our previous outsourcer.

Q10. Who is the person(s) within your organization responsible for the MFD's, print hardware, and supplies contract(s)? Please provide their title and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

Q11. Who is responsible for purchasing end user devices such as laptops, desktops, networking, infrastructure, cyber security, displays and accessories? Please provide their title, and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

Desktops

Q1. Please name all the IT resellers that you have contacts with and buy from.

We don't hold any existing contracts but we have recently purchased through DELL.

Q2. What is the length of the contracts, more specifically their end date, with the named IT resellers in question 1.

N/A as per Q1

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Reference: FOI-917

Q3. What year and month is the next hardware refresh due?

We don't have a specific hardware refresh date as its a rolling programme however we refresh all laptops and PC's at 5 years old.

Q4. Please name the number of devices deployed by the NHS/Fire service/university/council/school?

All our desktops have been deployed by our previous outsourced IT provided Equans. we have approximately 200 desktops on the estate

Q5. In reply to question 4, which department/facility are those located?

We don't hold information on where each desktop is physically located.

Q6. Please name the brand and model of the devices mentioned and the spend for each product.

Information not held. We have a range of devices and as we purchased all of these through an outsourced company, so we are unable to provide detail to this level as we did not choose or keep records of particular models however we do know the majority are Dell Optiplex machines.

Q7. Details on how these were procured. i.e. By Framework

i. Procurement method: previously through a change notice to an existing contract then more recently on a direct award

ii. If Framework, please state which one.: as above

Q8. Do you normally purchase equipment as services or as a capital?

We normally purchase as capital.

Q9. What is your annual print/copy volume and spend?

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Reference: FOI-917

N/A

Q10. Who is the person(s) within your organization responsible for the MFD's, print hardware, and supplies contract(s)? Please provide their title and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

Q11. Who is responsible for purchasing end user devices such as laptops, desktops, networking, infrastructure, cyber security, displays and accessories? Please provide their title, and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

Laptops

Q1. Please name all the IT resellers that you have contacts with and buy from.

We don't hold any existing contracts but we have recently purchased through DELL.

Q2. What is the length of the contracts, more specifically their end date, with the named IT resellers in question 1.

N/A as per Q1

Q3. What year and month is the next hardware refresh due?

We don't have a specific hardware refresh date as its a rolling programme however we refresh all laptops and PC's at 5 years old.

Q4. Please name the number of devices deployed by the NHS/Fire service/university/council/school?

All our laptops have been deployed by our previous outsourced IT provided Equans. we have approximately 3800 laptops on the estate.

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Reference: FOI-917

Q5. In reply to question 4, which department/facility are those located?

We don't hold information on where each laptop is physically located.

Q6. Please name the brand and model of the devices mentioned and the spend for each product.

We have a range of devices and as we purchased the vast majority through a outsourced company previously we are unable to provide detail to this level as we did not choose or keep records of particular models, however, we purchased 655 laptops from Dell at the end of 2022 via the NHS SBS Link 3 Framework £172,590.00

Q7. Details on how these were procured. i.e. By Framework see Q4

- i. Procurement method: previously through a change notice to an existing contract then more recently through a direct award
- ii. If Framework, please state which one.: as above

Q8. Do you normally purchase equipment as services or as a capital?

We normally purchase as capital.

Q9. What is your annual print/copy volume and spend?

N/A

Q10. Who is the person(s) within your organization responsible for the MFD's, print hardware, and supplies contract(s)? Please provide their title and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

Q11. Who is responsible for purchasing end user devices such as laptops, desktops, networking, infrastructure, cyber security, displays and accessories? Please provide their title, and their contact details.

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Daniel Simms, Chief Information officer, 0345 2000 101

Network

Q1. Please name all the IT resellers that you have contacts with and buy from.

Fournet

Q2. What is the length of the contracts, more specifically their end date, with the named IT resellers in question 1.

3 years, January 2025

Q3. What year and month is the next hardware refresh due?

We don't have a specific hardware refresh date as its a rolling programme however we aim to refresh all equipment at its manufacturer end of life.

Q4. Please name the number of devices deployed by the NHS/Fire service/university/council/school?

All our network devices have been deployed by our previous outsourced IT provided Equans. We have 200 switches.

Q5. In reply to question 4, which department/facility are those located?

We do not provide information on where our networking equipment is physically located as this would increase the risk of a cyber attack.

This information is exempt from disclosure under 31(1)(a) the prevention or detection of crime. The Authority considers that disclosing this information would make itself, more vulnerable to crime as it would expose to the public vulnerabilities and information which could pose a risk to the Authority's ICT security.

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Reference: FOI-917

Q6. Please name the brand and model of the devices mentioned and the spend for each product.

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Q7. Details on how these were procured. i.e. By Framework

- i. Procurement method: previously through a change notice to an existing contract then more recently on framework: competitive tender
- ii. If Framework, please state which one.: as above

Q8. Do you normally purchase equipment as services or as a capital?

We normally purchase as capital but also have revenue maintenance and services agreements.

Q9. What is your annual print/copy volume and spend?

N/A

Q10. Who is the person(s) within your organization responsible for the MFD's, print hardware, and supplies contract(s)? Please provide their title and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

Q11. Who is responsible for purchasing end user devices such as laptops, desktops, networking, infrastructure, cyber security, displays and accessories? Please provide their title, and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

Cyber security

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Reference: FOI-917

Q1. Please name all the IT resellers that you have contacts with and buy from.

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Q2. What is the length of the contracts, more specifically their end date, with the named IT resellers in question 1.

This information is exempt from disclosure under 31(1)(a) the prevention or detection of crime. The Authority considers that disclosing this information would make itself, more vulnerable to crime as it would expose to the public vulnerabilities and information which could pose a risk to the Authority's ICT security.

Q3. What year and month is the next hardware refresh due?

We don't have a specific hardware refresh date as its a rolling programme however we aim to refresh all equipment at its manufacturer end of life.

Q4. Please name the number of devices deployed by the NHS/Fire service/university/council/school?

All our security devices have been deployed by our previous outsourced IT provided Equans. We cannot provide details on devices deployed as this would provide information which could increase the risk of cyber attack to the Authority

This information is exempt from disclosure under 31(1)(a) the prevention or detection of crime. The Authority considers that disclosing this information would make itself, more vulnerable to crime as it would expose to the public vulnerabilities and information which could pose a risk to the Authority's ICT security.

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Reference: FOI-917

Q5. In reply to question 4, which department/facility are those located?

We don't provide details of our security equipment as this would provide information which could increase the risk of cyber attack on the Authority.

This information is exempt from disclosure under 31(1)(a) the prevention or detection of crime. The Authority considers that disclosing this information would make itself, more vulnerable to crime as it would expose to the public vulnerabilities and information which could pose a risk to the Authority's ICT security.

Q6. Please name the brand and model of the devices mentioned and the spend for each product.

We don't provide details of our security equipment as this would provide information which could increase the risk of cyber attack on the Authority.

This information is exempt from disclosure under 31(1)(a) the prevention or detection of crime. The Authority considers that disclosing this information would make itself, more vulnerable to crime as it would expose to the public vulnerabilities and information which could pose a risk to the Authority's ICT security.

Q7. Details on how these were procured. i.e. By Framework

i. Procurement method: through a change notice to an existing contract

ii. If Framework, please state which one.: as above

Q8. Do you normally purchase equipment as services or as a capital?

We normally purchase as capital but also have revenue maintenance and services agreements.

Q9. What is your annual print/copy volume and spend?

N/A

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Reference: FOI-917

Q10. Who is the person(s) within your organization responsible for the MFD's, print hardware, and supplies contract(s)? Please provide their title and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

Q11. Who is responsible for purchasing end user devices such as laptops, desktops, networking, infrastructure, cyber security, displays and accessories? Please provide their title, and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

Audio Visual

Q1. Please name all the IT resellers that you have contacts with and buy from.

We don't have an existing contract but have recently purchased from equipment from Pure AV.

Q2. What is the length of the contracts, more specifically their end date, with the named IT resellers in question 1.

Information not held. We don't have an existing contract.

Q3. What year and month is the next hardware refresh due?

We don't have a specific hardware refresh date as its a rolling programme however we aim to refresh all equipment at its manufacturer end of life.

Q4. Please name the number of devices deployed by the NHS/Fire service/university/council/school?

We have 41 team rooms however we don't hold information on each individual piece of audio visual equipment such as projectors and speakers.

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Q5. In reply to question 4, which department/facility are those located?

The equipment is all located within our Quadrant and Killingworth buildings.

Q6. Please name the brand and model of the devices mentioned and the spend for each product.

We spent £272,000 on a range of audio visual equipment, digital signage replacement, chamber refresh, physical meeting room changes, video conferencing equipment and associated furniture. The service was provided as a complete tender so we don't have a breakdown of pricing per individual model and brand. The video conferencing estate is predominantly Yealink based devices.

Q7. Details on how these were procured. i.e. By Framework

- i. Procurement method: Mini Competition under RM6225 CCS Audio Visual DPS
- ii. If Framework, please state which one.: Mini Competition under RM6225 CCS Audio Visual DPS

Q8. Do you normally purchase equipment as services or as a capital?

Both capital and revenue.

Q9. What is your annual print/copy volume and spend?

N/A

Q10. Who is the person(s) within your organization responsible for the MFD's, print hardware, and supplies contract(s)? Please provide their title and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

Q11. Who is responsible for purchasing end user devices such as laptops, desktops, networking, infrastructure, cyber security, displays and accessories? Please provide their title, and their contact details.

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Reference: FOI-917

Daniel Simms, Chief Information officer, 0345 2000 101

Infrastructure

Q1. Please name all the IT resellers that you have contacts with and buy from.

Proact, Phoenix, Softcat, Citrix

Q2. What is the length of the contracts, more specifically their end date, with the named IT resellers in question 1.

Proact - Dec-2024, Citrix - Oct-2023

Q3. What year and month is the next hardware refresh due?

We don't have a specific hardware refresh date as its a rolling programme however we aim to refresh all equipment at its manufacturer end of life.

Q4. Please name the number of devices deployed by the NHS/Fire service/university/council/school?

All our security devices have been deployed by our previous outsourced IT provided Equans. We cannot provide details on devices deployed as this would provide information which could increase the risk of cyber attack to the Authority.

This information is exempt from disclosure under 31(1)(a) the prevention or detection of crime. The Authority considers that disclosing this information would make itself, more vulnerable to crime as it would expose to the public vulnerabilities and information which could pose a risk to the Authority's ICT security.

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Reference: FOI-917

Q5. In reply to question 4, which department/facility are those located?

We don't provide details of our infrastructure equipment as this would provide information which could increase the risk of cyber attack on the Authority.

This information is exempt from disclosure under 31(1)(a) the prevention or detection of crime. The Authority considers that disclosing this information would make itself, more vulnerable to crime as it would expose to the public vulnerabilities and information which could pose a risk to the Authority's ICT security.

Q6. Please name the brand and model of the devices mentioned and the spend for each product.

This information is exempt from disclosure under 31(1)(a) the prevention or detection of crime. The Authority considers that disclosing this information would make itself, more vulnerable to crime as it would expose to the public vulnerabilities and information which could pose a risk to the Authority's ICT security.

Q7. Details on how these were procured. i.e. By Framework

- i. Procurement method: through a change notice to an existing contract
- ii. If Framework, please state which one.: as above

Q8. Do you normally purchase equipment as services or as a capital?

We normally purchase as capital but also have revenue maintenance and services agreements.

Q9. What is your annual print/copy volume and spend?

N/A

Q10. Who is the person(s) within your organization responsible for the MFD's, print hardware, and supplies contract(s)? Please provide their title and their contact details.

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Reference: FOI-917

Daniel Simms, Chief Information officer, 0345 2000 101

Q11. Who is responsible for purchasing end user devices such as laptops, desktops, networking, infrastructure, cyber security, displays and accessories? Please provide their title, and their contact details.

Daniel Simms, Chief Information officer, 0345 2000 101

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