



Information Governance Team

Postal Address:
Coventry City Council
PO Box 7097
Coventry
CV6 9SL

www.coventry.gov.uk

E mail: infogov@coventry.gov.uk

Phone: 024 7697 5408

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Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI773590906**

Thank you for your request for information relating to Print & Mail Services.

You have requested the following information:

Print Room

1. Do you have a print room equipped with one/more high-speed production device/s to handle large volume printing?

Yes.

2. Is this run by your own staff or outsourced to a third-party provider?

Ran Internally.

3. If run internally, how many full-time equivalent (FTE) run this facility?

4.6 FTE.

4. Number of devices & model type/s?

5 devices, VP115, VP135, IP910, PRO C5410S, PRO 8420S/

5. Name of incumbent supplier?

Cannon, Ricoh.

6. Contract start / end date and length of any option to extend?

One contract is a rolling contract, another is a 5 year contract Sept 2025 to Sept 2030.

7. If outsourced, please advise contract start / end date and length of any option to extend?

Not applicable.

8. Was this contract awarded through a framework? If yes, which one used?

Yes, CCS framework.

9. Annual spend (ex VAT) covering non-pay and staff costs or total outlay if this service is outsourced?

£1,166,771.61 (Dec 24 Dec25) excluding all staffing cost elements.

External Print

1. Do you outsource any print requirement to an external suppliers - for example to print forms, booklets, leaflets, manuals, posters, banners etc - but excluding print / mailing arrangements covering other areas such as revenue-related demands, housing benefit letters, electoral registrations, parking penalty notices etc?

Yes.

2. Name of incumbent supplier/s?

Buy my print, Graphic Design Supplies, Amazon Label Direct, Presco, East Point Global, BigDug, BuyPrint.Today

3. If this arrangement is provided under contract, please advise start / end date and length of any option to extend?

Not applicable.

4. Was this contract awarded through a framework? If yes, which one used?

Not applicable.

5. Alternatively, was this awarded through a DPS arrangement?

Not applicable.

6. Annual spend (ex VAT) for this service over the past 12 months?

1,894,074 Dec 2024 Dec 2025.

Mail Room (Inbound and/or Outbound)

1. Do you have your own in-house Mail Room operation?

Yes.

2. If yes, how is the service run - physical or digital mail distribution?

Both physical and manual distribution.

3. Is this run by your own staff or outsourced to a third-party provider?

Internal staff.

4. If run by your own staff, how many full-time equivalent (FTE) staff run this facility?

8.9 FTE.

5. If outsourced, please advise name of current provider, contract start / end date and length of any option to extend?

Not applicable.

6. Was this contract awarded through a framework? If yes, which one used?

Not applicable.

7. Annual spend (ex VAT) covering non-pay and staff costs or total outlay if this service outsourced?

Not applicable.

8. Do you use a Hybrid Mail service / solution?

Yes.

9. If yes, please (a) name supplier (b) contract start / end date (c) framework through which this awarded?

Ricoh. Start 1/4/23 Expiry 31/3/28, CCS framework

Finally, who is responsible for these arrangements at the Council?

Customer Service Manager - Digital Print & Mailroom.

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance