

WILTSHIRE POLICE



Via Email



Police Headquarters

London Road
DEVIZES
Wiltshire
SN10 2DN

Date: 14/07/2026

Our ref: **FOI 2026/496**

Reply contact name:

Dear,

I write in connection with your request for information dated 29/05/2026 concerning the Print / Mail Room set up.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and I am able to respond as follows.

You wrote with Response:

Please answer the following questions regarding your Print / Mail Room set up:

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? **Run by our own staff.**
3. If run internally, how many full-time equivalent (FTE) run this facility? **One FT.**
4. Number of devices & model type/s? **2 devices Ricoh Pro C7200s & Pro 8210s.**
5. Name of incumbent supplier? **Ricoh.**
6. Contract start / end date and length of any option to extend? **Start date 1st November 2018, end date 31 October 2027 no option for further extensions**
7. If outsourced, please advise contract start / end date and length of any option to extend? **As above**

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8. Was this contract awarded through a framework? If yes, which one used? [CCS RM6174](#)
9. Annual spend (ex VAT) covering equipment and staff costs or total outlay if this service outsourced? [\(Please see Q7 for mail room as this is for total costs\)](#)

External Print

1. Do you outsource any print requirement to an external supplier/s (for example booklets, prospectuses, leaflets, manuals, posters, banners, forms, etc)? [Yes.](#)
2. Name of incumbent supplier/s? [Orchard Press.](#)
3. If this arrangement provided under contract, please advise start / end date and length of any option to extend? [N/A.](#)
4. Was this contract awarded through a framework? If yes, which one used?
5. Alternatively, was this awarded through a DPS arrangement?
6. Annual spend (ex VAT) for this service over the past 12 months? [Circa £15k.](#)

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? [Physical franking and Mail distribution.](#)
3. Is this run by your own staff or outsourced to a third-party provider? [Own Staff.](#)
4. If run by your own staff, how many full-time equivalent (FTE) staff run this facility? [1FT.](#)
5. If outsourced, please advise name of current provider, contract start / end date and length of any option to extend? [N/A.](#)
6. Was this contract awarded through a framework? If yes, which one used? [N/A.](#)
7. Annual spend (ex VAT) covering running and staff costs or total outlay if this service outsourced? [£26,392.60](#)

Finally, who handles these arrangements on behalf of the Force? [This is all arranged within the force.](#)

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely

Force Disclosure Decision Maker

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Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN



Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

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On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>