

[REDACTED]
[REDACTED]
Date 14 October 2026
Your Ref FOI-2026-3489
Our Ref FOI-2026-3489

Enquiries to [REDACTED]
Email psd.foi@nhs.scot

Dear [REDACTED],

Freedom of Information Reference FOI-2026-3489

I refer to your Freedom of Information (Scotland) Act 2002 (FOISA) request that we received on 18 September 2026 requesting the following information:

1. Software asset and contract registers

If Public Services Delivery Scotland maintains any of the following, please provide the current version:

- a software asset register or application register
- an ICT or digital contract register

Please supply these in machine-readable form (Excel) rather than PDF if possible. If any field in a register is exempt, please provide the register with that field removed rather than withholding it in full.

2. Expenditure on named suppliers

For the financial year 2025/26, please state the total expenditure on products and services originating from each of the following:

- (a) Microsoft
- (b) Oracle
- (c) Amazon Web Services

Please include spend made through a reseller, licensing solution provider, systems integrator, managed service provider or public sector framework, as well as any spend made directly with the supplier.

3. Licence and subscription volumes

As at 31 March 2026, please state the number of licences or subscriptions held for each of the following categories:

- Microsoft Windows (desktop and server operating systems)
- Microsoft 365 / Office
- All other Microsoft products (including Dynamics, SQL Server and Azure subscriptions)
- Oracle database products
- Oracle application products
- All other Oracle products

If licences are held under an enterprise agreement or similar arrangement that does not record a per-user count, please say so and give the metric that is used instead.

4. Total software expenditure

For the financial year 2025/26:

- (a) total expenditure on all software licences, subscriptions and cloud services
- (b) a list of every software or cloud supplier on which Public Services Delivery Scotland spent more than £50,000, with the amount spent on each

It is important to note that from 1 April 2026, NHS National Services Scotland (NSS) and NHS Education for Scotland (NES) joined to form Public Services Delivery Scotland (PSD Scotland), enabling transformation in health, social care, and the wider public sector. More information regarding PSD Scotland can be found at the following URL:

[Public Services Delivery Scotland \(PSD Scotland\)](#)

After a search of our electronic and paper records, including those previously held by legacy organisations NSS and NES, I can confirm that PSD Scotland holds the following information:

1. Software asset and contract registers

If Public Services Delivery Scotland maintains any of the following, please provide the current version:

- a software asset register or application register
- an ICT or digital contract register

a) NES response:

NES, as a predecessor of PSD Scotland, do not maintain a software asset register, application register or an ICT or digital contract register, therefore under [Section 17 of the FOISA this information is not held](#).

b) NSS response:

PSD Scotland have applied the [FOISA Section 30\(c\) exemption for “effective conduct of public affairs”](#). PSD Scotland (formerly NHS National Services Scotland) has determined that releasing the information would likely prejudice substantially the effective conduct of public affairs of PSD Scotland in that this information may be used to adversely affect the support status of individual items at any point in time and compromise our digital security posture.

A public interest test was carried out where PSD Scotland determined that there is always a public interest in Scottish public authorities operating in an open and transparent manner, however, on this occasion we have opted to apply the exemption as there is no public interest in the compromise of PSD Scotland’s digital security posture as we provide essential services to the rest of the NHS in Scotland and any adverse effects experienced would be carried over to other Health Boards.

In order to view PSD Scotland’s current ICT/digital contracts we suggest that you visit the [Public Contracts Scotland website](#). Whilst on the homepage click on 'Search Notices' at the top left hand side of the screen (boxed in red in the image below).



Once on the “Search Notices” page enter “The Common Services Agency” in the “Buyer Name” box, and the name of an ICT supplier in the “Keywords” field, e.g. Microsoft, Oracle, Amazon, etc. (both boxed in red in the image below).

Filter Results:		Notices:	
Keywords		Showing page 1 of 1 (total 2 items)	
Microsoft		⏪ ⏩ Page 1 ⏪ ⏩	
Buyer Name		Date	
The Common Services Agency (more c		Notice Details	
OCID		20/05/2026	
		Microsoft Unified Performance Support	
		Reference No: MAY556262	
		OCID: ocds-r6ebe6-0000822000	
		Published By: The Common Services Agency (more commonly known as Public Services Delivery Scotland) (PSD Scotland)	
		Deadline Date:	
		Notice Type: 20 Modification Notice	

2. Expenditure on named suppliers

For the financial year 2025/26, please state the total expenditure on products and services originating from each of the following:

- (a) Microsoft
- (b) Oracle
- (c) Amazon Web Services

Please include spend made through a reseller, licensing solution provider, systems integrator, managed service provider or public sector framework, as well as any spend made directly with the supplier.

a) NES response

The expenditure for the above named products for the 2025-26 financial year is detailed below:

Product	2026-26 Expenditure
Microsoft	£54,057.50
Microsoft 365	£1,014,352.57
Oracle	£0
Amazon Web Services	£363,402.30

b) NSS response

The former NSS do not pay Microsoft directly. NSS has a contract with Computacentre and previously Softcat for the purchase of IT equipment (software and hardware).

For financial year 2025/2026 I can confirm that Public Services Delivery Scotland (PSD Scotland) does hold information that falls within the scope of your request, however, the former NSS paid a total of 2428 invoices totalling £76.24m and most of these invoices will relate to Microsoft as the bulk of the costs are around M365 and Azure hosting.

In order to work out which invoices relate to Microsoft we would need to review each of the 2428 invoices, therefore, under Section 13 of FOISA "[Freedom of Information \(Fees for Disclosure under Section 13\) \(Scotland\) Regulations 2004](#)" PSD Scotland consider that the work required to provide you with the information would exceed the £600 threshold.

More information on the excessive cost of compliance can be found on the Scottish Information Commissioner's website at the following URL:

[Charging a fee or refusing to comply with a request on excessive cost grounds \(FOISA Sections 9, 12 and 13\)](#)

For AWS, these services are used by the Business Intelligence team to support the SEER 2.0 platform. Total costs paid in financial year 2025/2026 was £443,514.

3. Licence and subscription volumes

As at 31 March 2026, please state the number of licences or subscriptions held for each of the following categories:

a) NES response

It is not possible to provide an exact figure for the products on 31 March 2026. Information is only held and recorded for current licences or subscriptions. Under [Section 17 of the FOISA this information is not held](#).

The table below details licence or subscription volumes at 5 October 2026, for the above named products.

Product	Volume
Microsoft Windows – Desktop	1,554
Microsoft Windows – Server	3 Data Centre Licences
Microsoft 365/Office	1554
Microsoft Dynamics	2
Microsoft SQL Server	1
Microsoft Azure Subscriptions	72 – Enterprise Agreement
Oracle Products	0

b) NSS response

- **Microsoft Windows (desktop and server operating systems)**

This is covered by the Scottish Government Oracle licensing agreement

- **Microsoft 365 / Office**

Please note the licenses quoted are for the NHSScotland Tenancy and not solely for the NSS allocation:

F3 (Frontline Worker) - 194,000 licences
E5 (Knowledge Worker) - 47,000 licences
F1 (Contractor Worker) - 1,000
Microsoft 365 F5 Security & Compliance
Windows 10/11 licensing
Power Apps Premium Sub Per User - 62,000 (E5 users)
Power Apps Per User Frontline Worker Sub Add On - 184,000 (F3 users)
Exchange Online Plan 1 - 34,000 licences
Apps for Enterprise - 88,800 licences
Apps for Enterprise per device - 7,400 licenses

- **All other Microsoft products (including Dynamics, SQL Server and Azure subscriptions)**

Under the [Section 25 FOISA exemption for “Information otherwise accessible”](#) please refer to our answer provided to Q1 above. When on the [Public Contracts Scotland home page](#), enter “The Common Services Agency” in the “Buyer Name” box, and “Microsoft” in the “Keywords” field.

- **Oracle database products**

This is covered by the Scottish Government Oracle licensing agreement.

- **Oracle application products**

This is covered by the Scottish Government Oracle licensing agreement.

- **All other Oracle products**

This is covered by the Scottish Government Oracle licensing agreement.

4. Total software expenditure

For the financial year 2025/26:

a) NES response

- **(a) total expenditure on all software licences, subscriptions and cloud services**

The total expenditure on software licences, subscriptions and cloud services is £7,421,042.60.

- **(b) a list of every software or cloud supplier on which Public Services Delivery Scotland spent more than £50,000, with the amount spent on each**

The below table details the suppliers listed as having expenditure over £50,000.00.

Supplier	Total
Bytes Software Services Limited	£56,321.45
Computacenter (UK) Ltd	£590,379.02
NHS National Services Scotland (MS365)	£653,094.00
Microsoft 365	£361,258.57
Atos	£349,496.27
AWS	£363,402.30
Softcat Azure	£554,407.34
Computacenter Azure	£282,082.91
Softcat – ExLibris Alma and Primo/ Vyond Professional	£152,038.83
Copyright Licensing Agency	£312,712.94
BMJ Publishing Group	£280,624.03
DrugDex	£71,460.00
EBSCO Information Services	£468,809.89
Elsevier	£470,098.14
John Wiley and Sons	£252,875.63
MA Healthcare	£73,770.00
Oxford University Press	£68,593.90
Royal Pharmaceutical Society	£472,091.02
Sage Publications	£58,809.93
Springer Nature Group	£152,460.98
Wolters Kluwer Health Medical Research Ltd	£830,688.94

b) NSS response

- **(a) total expenditure on all software licences, subscriptions and cloud services**

For financial year 25/26 total legacy NSS spend on licences and subscriptions was £165,422,941.

For financial year 25/26 total legacy NSS spend on cloud services was £2,267,013

- **(b) a list of every software or cloud supplier on which Public Services Delivery Scotland spent more than £50,000, with the amount spent on each**

CLOUD SUPPLIER	COST
OneAdvanced Limited	£3,110,142
In Practice Syst (in Administration)	£2,935,265
Attendanywhere Pty Limited	£1,947,750
Infix Support Limited	£1,140,000
Genesis Automation (uk) Limited	£1,027,049
Practive Health India Pvt Ltd T/a Excelicare	£699,947
Nec Software Solutions Uk Ltd	£610,489
Inhealthcare Limited	£476,196
Magentus Software Ltd	£432,000
Oracle Corporation Uk Ltd	£352,772
Jobtrain Ltd	£345,934
Intersystems	£316,927
Riomed Ltd	£234,240
Rx Info Ltd	£205,000
Blue Yonder Inc	£138,968
Ricoh UK Ltd	£131,292
Aspire Systems Digital Solutions Ltd	£98,600
WARACLE LTD	£96,600
Socius24 Limited	£95,300
SAP (UK) LTD	£87,809
Clue Computing Company Limited	£82,764
Edc Systems Ltd	£78,289
Talon Solutions Ltd	£71,475
Kneat Solutions Ltd	£64,155
Egton Medical Information Systems Ltd	£53,014

If you require any further information, please do not hesitate to contact me using the email address psd.foi@nhs.scot

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the Associate Director Corporate Governance using the email address psd.foi@nhs.scot within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online Appeal form](#).

Yours sincerely,

