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NHS SCOTLAND

[redacted]

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Date 3 November 2026
Your Ref FOI-2026-3519
Our Ref FOI-2026-3519

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

Dear Harry,

Freedom of Information Reference FOI-2026-3519

I refer to your request for internal review dated 7 October 2026 under the Freedom of Information (Scotland) Act 2002 (FOISA) for information in relation to your request, which was as follows:

Contract & supplier

1. **Are you in contract for a managed print service? Is it fully outsourced?**
2. **Who is the incumbent supplier for each category above?**
3. **What is the manufacturer/brand of the devices (if different to Q2)?**
4. **What is the contract start date and end date for each, and what extension options remain?**
5. **How was it procured — direct award or mini-competition? If via a framework, which one (e.g. CCS RM6174, KCS, ESPO, YPO, NHS Supply Chain, NOE CPC, LPP)?**

Scale & spend

6. **How many MFDs and how many printers do you have?**
7. **What is the annual spend on the managed print service (lease, cost-per-click, consumables, service)?**
8. **What are your annual print volumes (mono and colour)?**
9. **How many sites/locations does the contract cover?**

Software & capability

10. **What print-management software do you use (e.g. PaperCut, Equitrac, uniFLOW, YSoft SafeQ)?**
11. **Do you have secure/follow-me print and mobile print capability?**
12. **What device/fleet remote-monitoring software do you use?**

Chair Mr Keith Redpath
Chief Executive Professor Karen Reid

Renewal & ownership

13. **Any planned procurement to replace or re-tender print/MFDs in the next 24 months? If so, when and via which framework?**
14. **What is the job title/role of the person responsible for the print estate, and the generic team contact for print procurement?**

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 (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)

I can confirm that an internal review was carried out on 26 October 2026 by a panel of FOI Officers within PSD Scotland.

After reviewing your request for internal review, the panel confirmed that PSD Scotland did not receive your request dated 14 July 2026 until you contacted us requesting internal review on 7 October 2026.

On review, the panel agreed that none of our corporate or legacy FOI mailboxes, (psd.foi@nhs.scot, nss.foi@nhs.scot, or nes.foi@nhs.scot), contained evidence that your original request was received. The panel also noted that PSD Scotland have not received a copy of your original email request dated 14 July 2026 as requested on 7 and 20 October 2026.

After a search of our records, we can confirm that PSD Scotland holds the following information:

Contract & supplier

1. **Are you in contract for a managed print service? Is it fully outsourced?**
   The National Procurement Directorate within PSD Scotland tender and manage the national contract for Multi-Functional Devices (MFDs) for NHSScotland Health Boards. Please note this is not a managed print service or fully outsourced. Health Boards each locally manage their print requirements and needs. This national contract provides boards with MFDs (devices) and associated services to support those devices. The national contract resulted from a further competition from the Scottish Procurement Managed Print Solutions Framework SP-21-046.

2. **Who is the incumbent supplier for each category above?**

   The single national supplier for the contract is Ricoh

3. **What is the manufacturer/brand of the devices (if different to Q2)?**

   Ricoh

4. **What is the contract start date and end date for each, and what extension options remain?**

   The contract commenced 1 October 2024 and runs to 20 September 2027 with 2 x 12 month extension options.

5. **How was it procured — direct award or mini-competition? If via a framework, which one (e.g. CCS RM6174, KCS, ESPO, YPO, NHS Supply Chain, NOE CPC, LPP)?**

   Please refer to our response to question 1 above – further competition from the SP Framework

Scale & spend

6. **How many MFDs and how many printers do you have?**

   7675 MFDs – this is a contract for Multi-Functional Devices e.g. not printers

7. **What is the annual spend on the managed print service (lease, cost-per-click, consumables, service)?**

   As previously stated, this is not a managed print service; we tender and manage the national contract for MFD's and the annual Lease spend is £1.59m

   Cost-per-click: £0.0018 mono & £0.018 colour , consumables & service are included in the lease cost

8. **What are your annual print volumes (mono and colour)?**

   c 252,065,416 mono & c 56,985,276 colour

9. **How many sites/locations does the contract cover?**

   906 locations

Software & capability

10. **What print-management software do you use (e.g. PaperCut, Equitrac, uniFLOW, YSoft SafeQ)?**

    Equitrac

11. **Do you have secure/follow-me print and mobile print capability?**

    Yes

12. **What device/fleet remote-monitoring software do you use?**

    @Remote

Renewal & ownership

13. **Any planned procurement to replace or re-tender print/MFDs in the next 24 months? If so, when and via which framework?**

    Extension options will be reviewed in early 2027 ahead of expiry in September 2027.

14. **What is the job title/role of the person responsible for the print estate, and the generic team contact for print procurement?**

    The national contract this is managed by a commodity manager; this is only to manage the national contract however, as per our response to question 1 above, each Health Board manages their print requirements and delivery locally.

Thank you for your patience whilst we reviewed your request for review, and I hope that the above information is helpful to you. However, if you have any queries regarding this FOISA internal review letter that you feel are relevant please do not hesitate to contact me at the email address psd.foi@nhs.scot

If you are dissatisfied with the outcome of the review, you have the right, within six months of receipt of this review decision, to apply for a decision to the Scottish Information Commissioner who can be contacted at:

Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS

The Scottish Information Commissioner recommends you make an appeal using their application form, which will help to make you submit all the information needed for them to investigate.

You also have the right of appeal, on a point of law, to the Court of Session.

Yours sincerely,

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