

Date 05/06/2026
Your Ref
Our Ref 11484

Enquiries to Richard Mutch
Extension 35687
Direct Line 0131 465 5687
loth.freedomofinformation@nhs.scot
richard.mutch@nhs.scot

Dear

FREEDOM OF INFORMATION – HARDWARE AND PRINTING

I write in response to your request for information in relation to hardware and printing.

Question:

- I am writing to make an open government request for all the information to which I am entitled under the FOI Act 2000. Can you please provide an update on your Trust's Infrastructure, including aspects of Hardware and Printing?

Answer:

Please see enclosed spreadsheet. I am advised that we do not release the brands or models of equipment for security reasons.

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at www.itspublicknowledge.info/Appeal. If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

Headquarters
Mainpoint
102 West Port
Edinburgh EH3 9DN

Chair Professor John Connaghan CBE
Chief Executive Professor Caroline Hiscox
Lothian NHS Board is the common name of Lothian Health Board



FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhsllothian.scot/FOI/Pages/default.aspx>

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive
Enc.

Questions

Q1. Please provide contract details for your hardware device supply and lifecycle arrangements.	Supplier Name	Product / Service Name	Contract End Date / Expiry	Annual Spend 2025/26 (£)	Contract Length (Years)	Framework Used (e.g. G-Cloud, CCS)	No. of Units / Licences / Devices
Desktop PCs	N/A	N/A	None	£750k	None	Link2 Framework	1,500
Laptops	N/A	N/A	None	£2.25m	None	Link2 Framework	2,500
Device-as-a-Service (DaaS) / managed device contract							
Definition: Includes contracts for the purchase, leasing, refresh, or Device-as-a-Service (DaaS) supply of desktop PCs and laptop computers.							
Smartphones	N/A	N/A	2027	£650k	3	NHS Scotland Contract	6,500
Tablets	N/A	N/A	N/A	£50k	3	NHS Scotland Contract	200
Other mobile devices (please specify)							
Definition: Includes smartphones and tablets purchased, leased, or provided under a managed device agreement.							

Q2. Please provide contract details for your Mobile Device Management (MDM) or Unified Endpoint Management (UEM) platform.	Supplier Name	Product / Service Name	Contract End Date / Expiry	Annual Spend 2025/26 (£)	Contract Length (Years)	Framework Used (e.g. G-Cloud, CCS)	No. of Units / Licences / Devices
MDM / UEM platform	N/A	N/A	2028	N/A	3	NHS Scotland Contract	32,500
Definition: MDM/UEM is software used to manage, secure, and monitor endpoints including smartphones, tablets, laptops, and PCs — e.g. Microsoft Intune, VMware Workspace ONE, Jamf.							

Q3. Please provide contract details for your collaboration and productivity platforms.	Supplier Name	Product / Service Name	Contract End Date / Expiry	Annual Spend 2025/26 (£)	Contract Length (Years)	Framework Used (e.g. G-Cloud, CCS)	No. of Units / Licences / Devices
Microsoft 365 / Google Workspace (productivity suite)	N/A	N/A	2028	£8,500,000	3	NHS Scotland Contract	32,500
Microsoft Teams (if contracted separately)							
Other messaging platforms in operational use (e.g. WhatsApp Business, Signal, Pando, Accurx — please specify)							
Definition: Includes enterprise productivity suites (e.g. Microsoft 365, Google Workspace) and any separately contracted messaging or communication applications used operationally.							

Q4. Please provide contract details for your printing arrangements.	Supplier Name	Product / Service Name	Contract End Date / Expiry	Annual Spend 2025/26 (£)	Contract Length (Years)	Framework Used (e.g. G-Cloud, CCS)	No. of Units / Licences / Devices
Standard printers	Computacenter	N/A	2026	Unknown	3	Scottish Government SP-21-012	Unknown
Multi-Function Devices (MFDs)	N/A	N/A	2028	Unknown	3	Scottish Government Contract	Unknown
Managed Print Service (MPS)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
3D printers (if applicable)	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Q5. Please provide contract details for your IT service desk and helpdesk tooling.	Supplier Name	Product / Service Name	Contract End Date / Expiry	Annual Spend 2025/26 (£)	Contract Length (Years)	Framework Used (e.g. G-Cloud, CCS)	No. of Units / Licences / Devices
ITSM / helpdesk platform	N/A	N/A	2029	£150k	5	Scottish Government SP-21-034	32,500
Definition: Includes IT Service Management (ITSM) platforms used to manage helpdesk and service desk operations — e.g. ServiceNow, Ivanti, Freshservice, Jira Service Management.							

Q6. Does your trust use Robotic Process Automation (RPA) or IT automation / orchestration tools? If yes, please provide contract details.	Supplier Name	Product / Service Name	Contract End Date / Expiry	Annual Spend 2025/26 (£)	Contract Length (Years)	Framework Used (e.g. G-Cloud, CCS)	No. of Units / Licences / Devices
RPA platform	N/A	N/A	2028	£55k	3		Unlimited
IT automation / orchestration tool							
Definition: RPA software automates repetitive, rule-based administrative tasks by replicating human interactions with digital systems — e.g. UiPath, Blue Prism, Automation Anywhere. IT orchestration tools include Ansible, Puppet, and Microsoft Azure Automation.							

Q7. How many people are currently employed in your trust's IT department (full-time equivalents)?	
Is your trust's IT function primarily insourced, outsourced to a third party, or a hybrid arrangement? (Insourced / Outsourced / Hybrid — please specify lead provider if outsourced or hybrid)	

Where a service is delivered as part of a managed service or outsourcing agreement, please still provide the primary contract details and indicate the scope of services covered. If multiple suppliers exist within a category, please list all relevant contracts. If your organisation does not hold a contract in a particular category, please state 'Not applicable' or 'Not held'.