Lothian NHS Board

NHS Lothian Headquarters
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Date 18 November 2026
Your Ref
Our Ref 12028

Enquiries to Richard Mutch
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Dear

FREEDOM OF INFORMATION – PRINT-MANAGEMENT SOFTWARE

I write in response to your request for information in relation to print-management software.

Question:
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?

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?

Answer:

1.	No
2.	Managed Print N/A – MFD Provision/Supplier Ricoh
3.	As above
4.	1st October 2024 to 30th September 2027 – with option to extend 2 x 12 months
5.	National Procurement Framework NP794-24 - Single Supplier Direct Award
6.	1,460
7.	Lease £252,000, CPC : £0.0018 mono and £0.018 colour. Consumables and servicing is free of charge (ie, included in the contract)
8.	30,938,495 Mono & 12,770,620 Colour
9.	147
10.	Equitrac
11.	Yes
12.	@remote
13.	No
14.	Commodity Team & Business Assurance Manager - Non Medical Team

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.

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

Yours sincerely

ALISON MACDONALD
Executive Director, Nursing
Cc: Chief Executive