



Resolution

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September 2024
FOI_6723

The following information was requested on 30 August 2024:

Could you please provide the following information? I am researching the steps Healthcare Authorities have taken to adopt digital health solutions and technologies with the goal of transforming their health services.

1. *Companies contracted to provide the following:*
 - a. *Photocopiers/MFDs*
 - b. *Printers*
 - c. *Print room / reprographics*
 - d. *Desktop Scanners*
2. *Manufacturers of equipment used for the following (if different to Q1)*
 - a. *Photocopiers/MFDs*
 - b. *Printers*
 - c. *Print room / reprographics*
 - d. *d. Desktop Scanners*
3. *Length of contract/s and end dates? (Please advise of any extensions available)*
 - a. *Photocopiers/MFDs*
 - b. *Printers*
 - c. *Print room / reprographics*
4. *Number of devices?*
 - a. *Photocopiers/MFDs*
 - b. *Printers*
 - c. *Print room / reprographics*
 - d. *Desktop Scanners*
5. *Details on how these were procured. i.e. By Framework*
 - a. *Procurement method*
 - b. *If Framework, please state which framework was utilised*
6. *Do you have any print management software e.g. PaperCut, Equitrac? If so, which software?*
7. *Does the authority have a Hybrid or Digital Mail Service, if so, who supplies this and when does the contract expire?*
8. *Do you utilise any Document and / or Content Management systems, if so, which?*

Our Response

1. *Companies contracted to provide the following:*

- a. Govprint (Konica Minolta) and Annodata (Kyocera) for a network MFD
- b. Govprint (Konica Minolta)
- c. Print room / reprographics – This is provided by Government hub services
- d. Desktop Scanners – We do not have any desktop scanners, just the MFDs

2. *Manufacturers of equipment used for the following (if different to Q1)*

- a. Photocopiers/MFDs - The MFD models are Konica Minolta Bizhub C4501 and Bizhub C458.
- b. Printers – The home printers' models are: HP 1102 (56), HP M102a (27) and HP M107 a (67).
- c. Print room / reprographics – N/A
- d. Desktop Scanners – N/A

3. *Length of contract/s and end dates? (Please advise of any extensions available)*

The MFD's located within our leased office space are outside of our control, as such we do not hold the information which you seek – The MFD's come as part of our building lease and are not controlled, owned or leased directly by NHS Resolution.

4. *Number of devices?*

- a. Photocopiers/MFDs – NHS Resolution has 4 MSDs in the office building and 150 black and white printers used by staff working from home.
- b. Printers
- c. Print room / reprographics – N/A
- d. Desktop Scanners – N/A

5. *Details on how these were procured. i.e. By Framework*

- a. RM3781 – Multifunctional Devices, Managed Print and Content Services and Records and Information Management – framework used to place our current contract.
- b. RM6174 – framework that is likely to be used for re-tender

6. *Do you have any print management software e.g. PaperCut, Equitrac? If so, which software?*

No.

7. *Does the authority have a Hybrid or Digital Mail Service, if so, who supplies this and when does the contract expire?*

NHS Resolution has a contract with Xerox (UK) Ltd which expires 12/10/2024

8. *Do you utilise any Document and / or Content Management systems, if so, which?*

No, natively integrated with our Case Management systems

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate and Information Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

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Water Lane
Wilmslow
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