

Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ

**Ref:** FOI-032026-0002302

**Date:** 16.03.2026

**Address / Email:**

Dear

**Request Under Freedom of Information Act 2000**

Thank you for requesting information under the Freedom of Information Act 2000.

I am writing to request the following information under the Freedom of Information Act 2000 regarding your organisation's Managed Print Services Agreement(s):

1. Please confirm the name of the supplier(s) currently providing the managed print or multifunction device services? - **Ricoh UK Ltd**
2. Please confirm the approximate number of devices included (MFDs/printers)?  
- **248 devices all MFD's**
3. Whether the contract includes software solutions (e.g. print management tools such as Papercut, Kofax, Uniflow)? - **Yes Uniflow**
4. Please confirm whether the Managed Print Service Agreement is an on-premises or cloud-based solution? - **Cloud**
5. Please confirm if the Trust Manages the Server / Infrastructure or managed by the incumbent for the MPS agreement? - **The Trust manages this**
6. Please confirm if the Trusts I.T. Function is provided by the Trust or a Third-Party provider?  
- **The Trust manages this**
7. Please confirm the following Contract details:

Start date – **01/06/2023**

Contract end date – **31/05/2028**

Contract length (including any extension options) – **5 years**

Annual contract value or estimated total contract value. - **£147407.28**

Contracted volumes - **Mono & Colour.**

If no contracted volumes, please confirm the approximate annual mono and colour volumes?  
pay as required

8. Please confirm whether the contract was awarded via a framework and state which one.  
- **CCS Framework RM6174 LOT 2**

9. Could you please confirm if the Trust intends to re-tender the service upon contract expiry.  
- **Unknown at this stage**

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager  
Trust Headquarters  
Russell's Hall Hospital  
Dudley  
West Midlands  
DY1 2HQ  
Email: [dgft.dpo@nhs.net](mailto:dgft.dpo@nhs.net)

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

**Freedom of Information Team**  
**The Dudley Group NHS Foundation Trust**