South East Coast Ambulance Service
NHS Foundation Trust

Trust Headquarters
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West Sussex
RH10 9BG

Tel: 0300 123 0999
www.secamb.nhs.uk

26th October 2026
Internal Reference: 261013
Email:

Dear ,

Thank you for your request for information, which we received on **07/10/2026**.
We have considered your request under the Freedom of Information Act 2000.
Please ensure you quote the Internal Reference number above in any future correspondence.

The Trust has investigated the email that you have advised was initially sent on **14/07/2026**. Following an extensive search carried out by the Trust's IT Department, we can confirm that no email was received by the Trust from the email address provided between **01/07/2026** and **01/08/2026**. A formal response will be provided as part of the Internal Review response.

Your Request and our Formal Response

I submitted a request under the Freedom of Information Act 2000 on 14/07/2026 regarding your managed print / MFD provision (reference [CSD-784]). I have not yet received a response.

The Act requires a response within 20 working days. Please treat this as a follow-up; if that period has elapsed, please also treat it as a request for an internal review of the delay in responding.

For convenience, my original questions are repeated below.

Contract & supplier

1. Are you in contract for a managed print service? Is it fully outsourced?

Yes. The Trust has a managed print service contract, which is fully outsourced.

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

The incumbent supplier is Konica Minolta.

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

The device manufacturer and brand is Konica Minolta.

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

The contract commenced on 1 October 2023 for an initial two-year term, with two optional one-year extensions available. If both extensions are exercised, the contract will expire on 30 September 2027.

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)?

The contract was awarded directly through the Crescent Purchasing Consortium (CPC) framework.

Scale & spend

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

The Trust has 68 multifunction devices (MFDs) and six printers.

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

Annual rental costs are approximately £22,000 plus VAT. Consumables expenditure varies by month and is approximately £28,000 plus VAT per annum.

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

Please refer to the attached spreadsheet, which covers the period from 1 September 2025 to 30 September 2026.

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

The contract covers the Trust's estate, comprising approximately 110 sites.

Software & capability

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

The Trust uses YSoft SafeQ print-management software.

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

Yes. The Trust has secure follow-me printing and mobile printing capability.

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

The device fleet is monitored remotely through YSoft SafeQ.

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?

A regional procurement exercise is currently under way in collaboration with other NHS ambulance trusts. Details of the proposed framework are not yet available.

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

The role responsible for the print estate is the IT Supplier Manager. The generic contact address for print procurement is itmarketing@secamb.nhs.uk.

Next steps

Some information held by the Trust is routinely published on our website and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

Richard Banks, Head of Corporate Governance at FOI@secamb.nhs.uk

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.

If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commission (IC). The IC generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the IC website:
www.ico.org.uk/foicomplaints

Alternatively, you may write to:
4th Floor, No.3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL

Yours sincerely,

Corporate Governance Team
South East Coast Ambulance Service NHS Foundation Trust