

<b>Reference:</b>	FOI.15097.24
<b>Subject:</b>	Digital healthcare initiatives
<b>Date of Request:</b>	20 August 2024

**Requested:**

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. 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  
Procurement method  
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 Trust 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?
9. What EPR / EHR system/s do you use?

**Response:**

Hywel Dda University Health Board (UHB) is unable to provide you with all of the information requested for question 3a, as it is estimated that the cost of answering your request would exceed the “appropriate limit” as stated in the Freedom of Information Act 2000 and the Data Protection (Appropriate Limit and Fees) Regulations 2004. The “appropriate limit” represents the estimated cost of one person spending 18 hours (or 2½ working days) in determining whether the UHB holds the information, and locating, retrieving and extracting the information.

Part of the information requested for question 3a is not collated and recorded centrally, as each of the departments across the UHB set up their own photocopier contracts. Therefore, in order to provide you with the contract end dates, the UHB would be required to contact each department, to identify if they have a photocopier contract and any information that would fulfil this part of your request.

However, the UHB can confirm that it has approximately two hundred (200) photocopiers across the UHB. Therefore, to provide you with the exact information being requested, conducting the search would far exceed the 'appropriate limit', costing the UHB the following:

200 @ 15 minutes per item = 50 hours  
 50 hours @ £25 per hour = £1,250.00

The UHB is therefore applying an exemption under Section 12 of the Freedom of Information Act 2000 (FoIA), which provides an exemption from a public authority's obligation to comply with a request for information where the cost of compliance is estimated to exceed the appropriate limit.

However, under section 16 of the FoIA, the UHB has a duty to provide advice and assistance. Therefore, the UHB provides the accessible information it holds within the tables below.

No	Equipment	Company
1a.	Photocopiers/Multifunction Devices (MFDs)	Canda Copying Ltd
1b.	Printers	CCS Media
1c.	Print room / reprographics	No print rooms
1d.	Desktop Scanners	Not applicable

No	Equipment	Company
2a.	Photocopiers/MFDs	Ricoh
2b.	Printers	Hewlett Packard (HP)
2c.	Print room / reprographics	Not applicable
2d.	Desktop Scanners	Not applicable

No	Contract information	Length and end date
3a.	Photocopiers/MFDs	Length – 5 years End date - Section 12 exemption applied
3b.	Printers	No support contracts in place
3c.	Print room / reprographics	Not applicable

No	Devices	Number
4a.	Photocopiers/MFDs	Approximately 200
4b.	Printers	Approximately 1,700
4c.	Print room / reprographics	Not applicable
4d.	Desktop Scanners	Not applicable

No	Device	Provider	Framework
5.	Printers	CCS Media	Crown Commercial Service Framework (Technology Products & Associated Services 2) (RM6098)
	Photocopiers	Canda	Majority were awarded as 5-year agreements against the Welsh Government (WG) all Wales NPS-ICT-0064-16

6.	Print management software	Papercut
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7.	Hybrid or Digital Mail Service	Hybrid P&P
	Provider	PSL Print Management Limited
	Expiry date	30/6/27

8.	Document and / or Content Management systems	Content Management System only – Azure web service
	Provider	National system provided by Digital Health and Care Wales (DHCW)

9.	EPR / EHR	Welsh Clinical Portal (WCP)
	Provider	National system provided by DHCW