



East London

NHS Foundation Trust

Information Governance

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30 September 2025

Our reference: FOI DA6234

I am responding to your request for information received 1 September 2025 and clarified on 2 September. This has been treated as a request under the Freedom of Information Act 2000.

When an organisation receives a request for information under the Freedom of Information Act, it is allowed under the Act to apply a blanket exemption to this where it has concluded that providing a response would take in excess of eighteen hours.

When the cost of compliance and extracting information would exceed eighteen hours, a cost limit of £450 can be applied. This is explained in Section 12 of the Freedom of Information Act 2000 and is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to eighteen hours work.

Having reviewed your request, the Trust has noted that it would not be able to provide all the information requested within the eighteen hours specified in the Freedom of Information Act 2000. However, in this instance and to assist you, we have provided a partial response to your request as per below.

In order to assist you with your request, I have advised below the timing each question would take to help you to refine your request. If you wish to refine your request to comply with the eighteen hour time limit, please do get in touch.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator



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If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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Request:

**Question 1: Has the Trust got a contract for Managed Print Services?
If yes, please name the Supplier the contract is with?
If no, please name the manufacturer and support provider?**

Answer: Yes. The Trust has a contract with Apogee.

Question 2: Please supply contract Start and End Dates?

Answer: Contract start date: 1 July 2024.
Contract end date: 1 June 2030.

Question 3: Please confirm which Procurement route was used?

Answer: Framework Digital Document Solutions (DDS) OJEU Reference Number 2021/S 000-013085. LPP Reference Number C31024.

Question 4: Please confirm how many multifunctional devices the trust has?

Answer: 442 (29 colour devices and 413 mono devices).

Question 5: Please confirm how many desktop printers the trust has?

Answer: Zero – The Trust has only multifunction devices.

Question 6: Please confirm the annual spend on Managed Print Service contract?

Clarification: The request is for annual figures. So annual in line with your contract or your financial year would be appreciated with a stipulation of which.

Answer: Contract annual spend: £175,310.00.

Question 7: Please confirm any additional printer related spend - such as consumables/parts/support/call out/replacing printers/scanners/faxes etc (annual spend)?

Clarification: The request is for annual figures. So annual in line with your contract or your financial year would be appreciated with a stipulation of which.

Answer: The Trust has reviewed question 7 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:
Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

The Trust has reviewed your request for information and in order to collate this information, it would be necessary to review approximately 300 invoices to determine additional printing related costs. This is estimated to take over 18 hours to collate.

Question 8: Please confirm annual print volumes (split Colour/Mono)

Clarification: The request is for annual figures. So annual in line with



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your contract or your financial year would be appreciated with a stipulation of which.

Answer: 2024/25 - Annual Colour Prints: 800,000.
2024/25 - Annual Mono Prints: 7,600,000.



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