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Date: 25 July 2023  
Our ref: K: FOI/Ref: 2023-000226  
Email: [nss.pcf-foi@nhs.scot](mailto:nss.pcf-foi@nhs.scot)

## Freedom of Information Reference: FOI-2023-000226 – Supply & Delivery of Photocopier's Framework Query

I refer to your freedom of information request that we received on 28 June 2023. I can advise you that we have now completed the search of our records and can provide you with the following information:

### I write to you seeking some clarifications relating to contract ID 561607 / NP79418 Supply & Delivery of Photocopier's and multi-Functional devices and associated services

#### 1. What was the criteria for this contract award?

The criteria was as follows:

Cost: 70% (350 points)  
Support: 5% (25 points)  
Account management: 10% (50 points)  
Quality & added value: 15% (75 points)  
Total: 100% (500 points)

#### 2. What was the winning proposition and why were they chosen?

The supplier with the winning proposition was Ricoh, who had the highest scoring tender.

#### 3. What was the Scoring criteria for the successful applicant?

The successful applicant was awarded a maximum 500 points using the following scoring criteria:

Cost: 70% (350 points)  
Support: 5% (25 points)  
Account management: 10% (50 points)  
Quality & added value: 15% (75 points)  
Total: 100% (500 points)



#### Headquarters

Gyle Square, 1 South Gyle Crescent, EDINBURGH EH12 9EB

Chairperson Keith Redpath  
Chief Executive Mary Morgan

**4. Did this framework go out to tender or was it a direct award?**

This was not a direct award. This was a call off contract awarded following a further national competition from the Scottish Procurement CAT A framework referenced in your question number 8.

**5. Will you be tendering for these services again when the contract expires in September 2024?**

Yes, this will go out to tender on [Public Contracts Scotland](#) in advance of September 2024. It is likely to again be conducted via a further competition from the Scottish Procurement CAT A framework.

**6. What is the maximum term a customer can contract for under this framework including extensions?**

The national contract was awarded for an initial period of 3 years + 2 x 12 month extension periods. A 3<sup>rd</sup> and final 12 months extension was applied due to market and customer challenges preventing the re tender process effectively being carried out. The current expiry is Sept 2024 and no further extensions will be applied.

**7. How do you monitor the adherence of the supplier to the KPIs awarded on this framework?**

We monitor the KPI's by looking at management information data and through regular consultation with customers.

**8. How does this framework differ from the <https://www.gov.scot/publications/procurement-managed-print-solutions-framework/>**

This framework is the new version of the Scottish Procurement framework referenced in our answer to question 4.

I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me.

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the

Head of Information and Cyber Security  
Digital and Security  
NHS National Services Scotland  
Headquarters  
Gyle Square  
1 South Gyle Crescent  
Edinburgh  
EH12 9EB

or at the email address [nss.foi@nhs.scot](mailto:nss.foi@nhs.scot) within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online application form](#).

If you have any queries about this letter, please contact me at the above address.

Yours sincerely

