

Reference: 01644207

Information Requests
information.requests@ofcom.org.uk

23 August 2023

Freedom of Information request: Right to know request

Thank you for your request concerning equipment used by Ofcom. Your request was received on 12 July 2023 and we have considered it under the Freedom of Information Act 2000 (the "FOI Act"). We wrote to you on 9 August 2023 to say we needed more time to consider the public interest in withholding or releasing the information requested. We have now concluded that consideration.

Your request & our response

1. Please state the number of printing devices currently in use within the Service; including MFDs, single function printers, photocopiers and print room devices and how long these agreements are for in years and when the next review will be?

All of our printers are MFD printers, and there are 20 in total across all offices. The end of the initial lease agreement is March 2025. The contract will be reviewed 6 months prior to this date.

2. What percentage of your fleet of MFDs/printers is in colour vs mono and what are the models in use?

All of our 20 MFDs(C558 x 1, C659 x 3 and C360ix16) have the capability of colour and mono.

3. In terms of usage, what is your monthly page volumes for both mono & colour?

Please see the table below:

Counter	31.08.2022	30.09.2022	31.10.2022	30.11.2022	31.12.2022	31.01.2023	28.02.2023	31.03.2023	30.04.2023	31.05.2023	30.06.2023	31.07.2023
Total	36827	49863	47846	45763	40375	39240	35441	45939	45776	47521	12977	258
TOBW	24418	30497	27330	26054	24850	24739	22347	26330	25503	26485	7385	76
TOCO	12409	19366	20516	19709	15525	14501	13094	19609	20273	21036	5592	182

4. Who are the main manufacturers or resellers for the MFDs/photocopiers/printers/Print production devices in use at the service?

Konica Minolta Business Solutions UK.

5. Who are the main supplier(s) of printer consumables (Toner, spares, etc)?

Konica Minolta Business Solutions UK.

6. Who is your preferred channel partner, if any for supply of PCs and laptops, and how many of each does the service currently have in use, and when do you expect to review any of these to be replaced?

Ofcom does not have a preferred channel partner for supply of PCs. We currently have 1,693 laptops in use. We refresh 30% of the estate annually. The next procurement for laptops, if any, is likely to be in Quarter 4, 2023-2024.

7. What is the approximate spend on printers, photocopying agreements, rental or lease agreement and/or rentals and service charges during the last financial year?

While we do hold this information, releasing this information will give a clear indication of the value of the contract we have with the supplier and therefore this information is being withheld as its disclosure is exempt under section 43(2) of the Act. This part of the Act deals with the exemption of information that would prejudice the commercial interests of any person including any company or the public authority holding it. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. The attached Annex (Annex 1) to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

8. What is the length of the MFD, stand alone printers and print room device contracts in place, and can you confirm these are Financial Operating agreements?

Please see the answer to question 1.

9. What are the start and end dates for all printers/MFDs/Print room contracts within your organisation?

March 2020 to March 2025.

10. Which procurement route or framework was used to procure this solution and what Framework would the service expect to use next?

Crown Commercial Services Agreement RM3781

11. The named person and their role in your organisation who is in charge of the procurement for printing and any managed print or IT contracts?

The Procurement team.

12. Does the service use any Print Management software, if yes, please confirm the product name, who supplies it and when does the current contract or licencing end?

YSoft SafeQ supplied by Konica Minolta Business Solutions UK. The current contract ends in March 2025.

13. Who supplies your current CCTV services across the Service and when will you next review, and who is the lead contact please?

Mitie, under Total Facilities Management. We aim to review this in early 2026. Contact: the Procurement Team at procurement@ofcom.org.uk.

14. Please can you confirm the number of Adobe or other PDF software solution licences being used across the business?

158 licences in use.

15. Does the service currently use any Audio Visual/LED/LCD displays, interactive touch screen or Teams meeting room hybrid video conference facilities, and if yes, please can you confirm the number of devices, manufacturer, and any term of agreement in place for rental/lease and any maintenance agreements in use and the end date?

We use Jupiter displays and Logitech meeting room equipment, consisting of 51 cameras, 71 consoles and 33 displays. The maintenance agreements have various end dates.

16. Who does the service use for all office supplies, (paper, stationary, inkjet/laser cartridges etc) and please can you advise on the average annual spend across the service?

Ofcom uses Commercial Limited for office supplies. The spend for the financial year 2022-2023 with this supplier was £9,815.01. Printer cartridges for the MFD fleet are included in our lease costs for the Managed Print solution with Konica Minolta Business Solutions UK.

If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

Information Requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

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

Annex 1

Section 43(2) of the FOI Act provides that: “Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)”.	
Factors for disclosure	Factors for withholding
<ul style="list-style-type: none">• Enabling the public to gain a better understanding of the commercial relationships between Ofcom and its suppliers, and thereby increasing public confidence in Ofcom.	<ul style="list-style-type: none">• Ofcom continues to procure contracts like those related to this request. To release commercially sensitive information relating to these contracts such as the spend would put us in a detrimental position for future procurements and could also result in fewer tender submissions being received if suppliers were not confident that their commercial and competitive advantage were maintained.
Reasons why public interest favours withholding information	
<ul style="list-style-type: none">• Ofcom enjoys a positive relationship with its suppliers and is entrusted with commercially sensitive data provided by those companies. The release of this information into the public domain would impair both this relationship and Ofcom’s ability to carry out its remit in a fair and proportionate manner. Also, Ofcom’s ability to obtain value for money in services it contracts for, may be undermined in future procurements if details of contract spend were disclosed.	