

Reference: 01965309

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

25 March 2025

## Freedom of Information request: Right to know request

Thank you for your request for information concerning Ofcom's reprographics and printing arrangements.

We received this request on 25 February 2025 and we have considered your request under the Freedom of Information Act 2000.

### Your request & our response

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*1. Number of MFDs (Multi-functional devices) & photocopiers at Office of Communications (OFCOM)*

19.

*2. Name of incumbent supplier*

KONICA MINOLTA Business Solutions UK.

*3. Start/end date of contract (if expired, WHEN do you expect to revisit the marketplace)*

The start date of the contract was February 2020. The contract has been extended until quarter 2 of September 2027.

*4. Details of any extension options*

The extension period has been activated.

*5. What framework / Route to market used*

Crown Commercial Services Framework RM3781 for the Provision of Leased Goods and/or Services relating to Multifunctional Devices and Services, Managed Print Services.

*6. Number of regular/desktop printers (in addition to above)*

None.

*7. Is there a support contract on above, if yes please state start/end date*

Not applicable.

*8. Does OFCOM have a Print Room*

Yes.

9. *If yes, name of supplier, number of devices and start/end date of contract, also details of any extension options*

Not applicable.

10. *Total annual print/copy volumes including, if applicable your Print Room, for (a) mono (b) colour*

Colour pages: 164,198; Black and White pages: 211,976.

11. *What Print software does OFCOM run*

YSoft SafeQ.

12. *Your total annual spend on print*

The lease charge is £28,770.12 including V.A.T. per annum and on printing circa £9,000 including V.A.T. per annum.

13. *Who at OFCOM is responsible for this contract*

Head of Service Management.

We hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

## Information Requests

### Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

### Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).