

Reference: 02182017

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

5 May 2026

## Freedom of Information request: Right to know request

Thank you for your request for information concerning Ofcom's printers.

We received this request on 2 April 2026 and we have considered your request under the Freedom of Information Act 2000.

### Your request & our response

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*1. Which brands/manufacturers/vendors/OEMs of the printers are used for the following?*

*a. Photocopiers/MFDs*

*b. Printers/SFDs*

KONICA MINOLTA Business Solutions UK

*2. How many of each type of printer does your organisation use?*

*a. Photocopiers/MFDs*

*b. Printers/SFDs*

19 MFDs

*3. Which suppliers/partners/resellers are contracted to provide the following, or do you procure directly from the vendor?*

*a. Photocopiers/MFDs*

*b. Printers/SFDs*

KONICA MINOLTA Business Solutions UK

*4. Are these devices procured as part of a managed (contractual) service or as transactional products?*

Yes – Managed Print Service

*5. Do you procure these via a Framework Agreement and is this relationship contractual?*

Framework Agreement.

*6. If via Framework, which one do you use?*

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

*7. How long are the contract lengths and can you supply upcoming end dates? (Please advise of any extensions available)*

*a. Photocopiers/MFDs*

*b. Printers/SFDs*

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

*8. Do you have any print management software in place and if so, which one is used? e.g. PaperCut*

Yes, YSoft SafeQ.

*9. Who is the person(s) within your organisation responsible for the MFDs/multi-function devices and SFDs/printers (single function)? Please provide their job title and contact details if possible.*

Head of Service [Management.procurement@ofcom.org.uk](mailto:Management.procurement@ofcom.org.uk)

Please note that Ofcom does not have separate photocopiers and printers – they are all multi-functional devices (MFDs).

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](#).