



Resolution

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February 2025
FOI_7017

The following information was requested on 3 February 2025:

I would be grateful if you could help in answering the following request for information for the following questions regarding your printing:

Print room / reprographics - Specifically High Volume Printers

- Q1. Please name all the Printer Provider/IT Reseller that you have contacts with and buy from.*
- Q2. What is the length of the contracts, with the named Printer Provider/IT Reseller in question 1.*
- Q3. What year and month is the next hardware refresh due?*
- Q4. Please name the brand and model of the devices in your print room.*
- Q5. What is your annual print/copy volume and spend for each device within the print room*
- Q6. Who is the person(s) within your organisation responsible for the Print Room contract(s)? Please provide their title and their contact details (email and Telephone extension).*
- Q7. Who is responsible for purchasing end user devices such as laptops, desktops, displays and accessories? Please provide their title, and their contact details(email and Telephone extension).*

MFD's/Office Printers

- Q1. Please name all the Printer Provider/IT Reseller that you have contacts with and buy from.*
- Q2. What is the length of the contracts, with the named Printer Provider/IT Reseller in question 1.*
- Q3. What year and month is the next hardware refresh due?*
- Q4. Please name the brand and model of the devices and quantity.*
- Q5. What is your annual print/copy volume*
- Q6. Who is the person(s) within your organisation responsible for the MFD's/Office contract(s)? Please provide their title and their contact details (email and Telephone extension).*
- Q7. Who is responsible for purchasing end user devices such as laptops, desktops, displays and accessories? Please provide their title, and their contact details(email and Telephone extension).*

Our Response

Print room / reprographics

- 1. Please name all the Printer Provider/IT Reseller that you have contacts with and buy from.*

NHS Resolution does not have a print room/reprographics service, therefore we are not able to answer questions 2 to 6

7. Who is responsible for purchasing end user devices such as laptops, desktops, displays and accessories? Please provide their title, and their contact details(email and Telephone extension).

Robert Greaves, Deputy Head of Procurement, nhsr.procurement@nhs.net

MFD's/Office Printers

- 1. Please name all the Printer Provider/IT Reseller that you have contacts with and buy from.*

They are provided by GovPrint (Konica Minolta).

- 2. What is the length of the contracts, with the named Printer Provider/IT Reseller in q. 1.*

We understand this to be from January 2021 to January 2026, but this should be verified with the contract owner. We do not have oversight of the GovPrint contract which operates across all government properties. The Government Property Agency will be able to assist with question. You can make a FOI request to them by contacting them at foi-team@cabinetoffice.gov.uk

- 3. What year and month is the next hardware refresh due?*

Hardware refresh falls under GovPrint control.

- 4. Please name the brand and model of the devices and quantity.*

Photocopiers/MFDs - The MFD models are Konica Minolta Bizhub C4501 and Bizhub C458.

- 5. What is your annual print/copy volume*

We do not have access to usage reports as these devices are managed by Central Government and are tied into our workspace lease agreement.

- 6. Who is the person(s) within your organisation responsible for the MFD's/Office contract(s)? Please provide their title and their contact details.*

Government Property Agency.

- 7. Who is responsible for purchasing end user devices such as laptops, desktops, displays and accessories? Please provide their title, and their contact details.*

Robert Greaves, Deputy Head of Procurement, nhsr.procurement@nhs.net

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review of our decisions. If you choose to do this, you should write to [Tinku Mitra](#), Deputy Director of Corporate Governance for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

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Water Lane
Wilmslow
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