



National Audit Office

The UK's independent public spending
watchdog

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Reference FOI-1658

Date 19 September 2023

NAO PRINTING SERVICES

Thank you for your request of 7th September 2023 for information about printing services the National Audit Office has in place. Your request is being handled under the terms of the Freedom of Information Act 2000 (FOIA).

I can confirm that we hold the requested information within the scope of your request. Our responses have been provided in **Annex A**, under each question from your original request.

Annex B sets out the steps you may wish to take if you are not satisfied with the way we have handled your request for information under the FOIA.

We hope you find this response helpful.

Yours sincerely,

NAO FOI Team



Annex A

Your original request for information about the NAO Telecom and Network service contracts
(Your request is in italic below, our responses are in bold)

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

Our response: 9

2. *Name of incumbent*

Our response: Cannon

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

Our response: Expiry Q4 2023

4. *Details of any extension options*

Our response: Two 12-month extensions which have been used

5. *What framework / Route to market used*

Our response: RM-3781

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

Our response: 10

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

Our response: Q3 2018 to Q4 2023

8. *Does NAO have a Print Room*

Our response: No

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

Our response: Not applicable

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

Our response:

Mono – 274,571

Colour – 202,699

11. *What Print software does NAO run*

Our response: Canon Uniflow

12. *Your total annual spend on print*

Our response: £16k plus VAT

13. *Name of person at NAO responsible for the running of MFDs and, if applicable, your Print Room*

14. **Our response:** [REDACTED] **Director of Digital Services**

Annex B

Statement of Policy

Our policy is to respond to requests made under the Freedom of Information Act 2000 as helpfully and promptly as possible, having regard to the principles set out in the Act. I therefore hope you are happy with the way we have handled your request. If you are not, then you should take the following steps.

In the first instance, within 40 working days, write to the National Audit Office Freedom of Information (FOI) Team at FOI.requests@nao.org.uk or by post to:

FOI Team, Green 2, National Audit Office, 157-197 Buckingham Palace Road, London, SW1W 9SP.

The Head of FOI will arrange a review, which will be conducted by a senior member of staff who was not involved in decisions relating to your original request. Once the review has been completed, we will write informing you of the outcome. 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. The primary way of escalating your concerns to the Information Commissioner is at: www.ico.org.uk/foicomplaints. Alternatively, you can contact the ICO at [Contact us | ICO](#) or Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF.