

Reference: 635829

Jerin John  
Information Rights Adviser  
[Information.requests@ofcom.org.uk](mailto:Information.requests@ofcom.org.uk)

5 December 2018

### **Freedom of Information: Right to know request**

Thank you for your request for information about CCTV maintenance.

This was received by Ofcom on 8 November and it has been considered under the Freedom of Information Act 2000 (“the Act”).

You asked:

*The information I require is to do with the organisation’s CCTV maintenance and support contract.*

*Please can you send me the information stated below:*

1. *Supplier of the contract for CCTV maintenance and support*

CCTV maintenance and support are included in the scope of our total facilities management (TFM) contract with Mitie Technical Facilities Management Ltd.

2. *How much the Orgs spend annually with the supplier? (if multiple suppliers please list the annual spend for each)*

We are unable to disclose annual supplier spending information as it is exempt under section 43(2) of the Act, which deals with information that would prejudice the commercial interests of a person or company.

In applying section 43(2), we have had to balance the public interest in withholding the information against the public interest in disclosing the information. The attached annex to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

3. *What is the renewal date of this contract?*

The total facilities management contract expires in January 2021.

4. *What is the duration of the contract?*

The total facilities management contract period including the CCTV element is 5 years.

5. *What is the review date of this contract? If possible the likely outcome of this review*

The contract will be reviewed, and the outcome will be known during 2020.

6. *The primary brand of the CCTV equipment. I don't require the model just the brand. If there is various brands could you please list?*

Ofcom run a full Digital IP Solution using IP Cameras. The cameras provide a H264 and MPEG4 video stream with a maximum resolution of 1080p Full HD, and Axxon video management software (VMS) for the CCTV.

7. *The description of the services provided under this contract. Please state if this contract includes more than just CCTV services.*

The CCTV element of the total facilities contract is for the provision of CCTV Hardware and five years of licences, support and maintenance of the system at Riverside House.

8. *Contact details of the employee responsible for the contract between the supplier and the organisation. Can you please provide me with their full contact details?*

Ofcom Commercial Team. The contact number is 020 7981 3000.

If you have any queries, please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

Jerin John

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

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 undertaking 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:

Corporation Secretary  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

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 Information Commissioner can be contacted at:

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

## Annex

<b>Section 43(2) – where information, if disclosed, would, or would be likely to, prejudice the commercial interests of a company</b>	
<b>Factors for disclosure</b>	<b>Factors for withholding</b>
<ul style="list-style-type: none"><li>• Open policy making and public confidence in regulated activities</li></ul>	<ul style="list-style-type: none"><li>• Specific companies are identifiable and as such their ability to conduct their business activities would be diminished if this information were publicly available at this time. Therefore, commercial interests would be prejudiced.</li></ul>
<b>Reasons why public interest favours withholding information</b>	
<ul style="list-style-type: none"><li>• Ofcom enjoys a positive relationship with its stakeholders and external expertise in order to carry out its work and is entrusted with commercially sensitive information provided by those companies. The release of this information into the public domain would impair both this relationship and could make it more difficult to procure services in future.</li></ul>	