

Reference: 01399759

Zach Westbrook
Information Rights Advisor
information.requests@ofcom.org.uk

21 January 2022

Freedom of Information request: Right to know request

Thank you for your request for information concerning Ofcom's CCTV maintenance and support contract. Your request was received on 21 December 2021 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

Your request & our response

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

Mitie, under total facilities management.

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

While I can confirm that we do hold information falling within the scope of your request, we consider that disclosure of this information is exempt under the FOI Act. In particular, section 43(2) of the FOI Act (which states that information is exempt information if its disclosure under the FOI Act would, or would be likely to, prejudice the commercial interests of any person including any company or the public authority holding it). In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. Annex A 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 expiry date of this contract?

The first quarter of 2027.

4. What is the duration of the contract?

5 years.

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

Early 2026 and we are unable to predict the outcome of this review.

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?

and

7. What is the total number of cameras in use/under this contract?

Ofcom holds the information you requested. However, we are unable to disclose the information as we consider its disclosure is exempt under Section 31(1)(a) of the Act. That is, we consider that the disclosure of this would likely prejudice crime prevention or detection. We consider that releasing this information would or would likely aid malicious parties to attack the security systems (i.e the CCTV equipment) concerned making Ofcom more vulnerable to cyber attacks. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. Annex B to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lies.

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

This provides an indicative overview of the services provided by Mitie under our Total Facilities Management (TFM) contract:

Pre contract condition surveys

Mobilisation Period

Health, Safety & Environmental Management (Statutory Compliance)

Quality & Risk Management

Helpdesk and CAFM

Best Practice Guidance / Advisory & Reporting

Project Management

Landlord/Agent Engagement and Lease Compliance

Small Works

BMS management

Move Management

Energy Management

Air Quality Testing

Hard Facilities Management (MEP)

Fire Detection and Fighting Systems

Planned Preventative and Reactive Maintenance Service Elements

Fixed Electrical wiring testing

Periodic PAT testing

Handyman / Fabric Maintenance

Soft Facilities Management – Cleaning including consumables

Window/Internal Glazing Cleaning

Pest Control

Waste Management including confidential waste

Security Services, CCTV, intruder alarms, key holding, access control maintenance and administration, Key tracker system, Electric vehicle gate, Manned guarding etc

Gritting/Snow clearance

Grounds Maintenance

Internal Office Plants

9. 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

Parus Dhanani, Facilities Manager, email: Parus.Dhanani@ofcom.org.uk

If there is no CCTV maintenance contract in place

1. What is the brand of CCTV cameras in use? if there is variety could you please send me a list? I do not need the serial number or model just the brand.

2. How much is the average annual spend on the in-house maintenance?

3. How many cameras are in use?

4. Is there a plan to review this at any point, if so what would the date be?

5. Who is in charge of overseeing the in-house maintenance?

In answer to these questions, 1-5: Not applicable as a CCTV maintenance contract is in place.

If there is no maintenance contract or in-house maintenance in place, is there a ad-hoc agreement?

If yes,

1. Who is the supplier? Is this varies could you please list?

2. What is the brand of CCTV cameras in use? if there is variety could you please send me a list? I do not need the serial number or model just the brand.

3. How many cameras are in use?

4. How much is the average annual spend on the ad-hoc agreement?

5. What is the date it is to be reviewed?

In answer to these questions, 1-5: Not applicable as a CCTV maintenance contract is in place.

If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

Zach Westbrook

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

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 responding to 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 information.requests@ofcom.org.uk

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 A

Section 43 annex

Section 43(2) of the FOI Act states: <i>"Information is exempt information if its disclosure under this part of the Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)."</i>	
Factors for disclosure	Factors for withholding
<ul style="list-style-type: none">• Enabling the public to gain a better understanding of Ofcom's relationship with its suppliers, including the prices paid for services or products, thus promoting transparency.	<ul style="list-style-type: none">• Ofcom continues to procure contracts like those related to this request. To release commercially sensitive information relating to these contracts such as the spend would put us in a detrimental position for future procurements and could also result in fewer tender submissions being received if suppliers were not confident that their commercial and competitive advantage were maintained.
Reasons why public interest favours withholding information	
<ul style="list-style-type: none">• Ofcom's ability to obtain value for money in services it contracts for, may be undermined in future procurements if details of contract spend were disclosed. Also Ofcom is entrusted with commercially sensitive information provided by its suppliers - the release of this information into the public domain would impair both the relationship it has with suppliers and Ofcom's ability to carry out its remit efficiently.• Therefore the potential prejudice to commercial interests outweighs the public interest in disclosure of this information.	

Annex B

Section 31 annex

<p>Section 31(1) of the Act:</p> <p><i>“Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice –</i></p> <p><i>(a) the prevention or detection of crime;”</i></p>	
Factors for disclosure	Factors for withholding
<ul style="list-style-type: none">• Disclosure would enable transparency in relation to Ofcom’s activities and give public confidence in our ICT security.	<ul style="list-style-type: none">• Disclosure of detailed information about Ofcom’s CCTV cameras may aid parties to attack the security systems concerned and therefore make Ofcom vulnerable to crime.• Disclosure of information may aid malicious parties in determining any vulnerabilities in Ofcom’s systems and tailor attacks accordingly.• The consequences of a successful attack include loss of personal data.
Reasons why public interest favours withholding information	
<ul style="list-style-type: none">• We attach weight to the public interest factors favouring withholding disclosure. Disclosure of detailed information related to Ofcom’s CCTV cameras may make Ofcom vulnerable to attacks and we consider that it is in the public interest for this to be prevented. The consequences of a successful attack would impair trust and confidence in Ofcom as a regulator and our ability to effectively carry out our functions.	