

**Force Disclosure Unit**

Wiltshire Police HQ

London Road

Devizes

Wiltshire

SN10 2DN

Tel 101 ext. 62005

[www.wiltshire.police.uk](http://www.wiltshire.police.uk)[disclosure@wiltshire.pnn.police.uk](mailto:disclosure@wiltshire.pnn.police.uk)Date: 15<sup>th</sup> March 2021

Our ref: FOI 2021/ 148

I write in connection with your request for information dated 17th February concerning alarms and cctv contracts.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered, and having consulted our estates team, I am happy to supply the information you have requested.

**You wrote:**

1. Contract Description: Please provide me with a brief description of the overall service provided under these contracts.
2. Contract Types: Comprehensive, Semi Comprehensive including call outs, Basic Service Only.
3. Existing Suppliers: If there is more than one supplier please split each contract up individually.
4. Annual Average Spend per contract: The annual average spend for these contracts and please provide the average spend over the past 3 years for each provider
5. Hardware Brands: The primary hardware brand of the organisation's Fire Alarms systems, Intruder alarms, CCTV and Access Control.
6. Number of sites covered by these disciplines.
7. Contract Durations: please include any extension periods.
8. Contract Expiry Dates: Please provide me with the day/month/year.
9. Contract Review Dates: Please provide me with the day/month/year.
10. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.



INVESTOR IN PEOPLE

11. Contact Detail: Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.  
If the service support area has more than one provider for Fire Alarms maintenance then can you please split each contract up individually for each provider?
12. If the contract is a managed by an outside Facility Management Company please can you provide all the relevant details with including the contact details of the responsible person from the FM company. (This request includes both DDI number and Mobile Number)

## Response

1. Contract Description: Please provide me with a brief description of the overall service provided under these contracts.

The endeavor is to tender a regional police contract to bundle these services together, tendered using the e:tendering solution, "bluelight", the problem is this is not easy to do because of the different standards and equipment which is likely to result in capital replacement systems. Should this be the case in the future, this will be led by SWPPU.

Turning to the as is position, the original installation will have been provided against a tendered output specification, providing for an initial maintenance obligation. Service going forward are evaluated against RPI uplift.

2. Contract Types: Comprehensive, Semi Comprehensive including call outs, Basic Service Only.

This depends on the service but in general terms, the focus is on attendance time to an emergency maintenance issue at a cost covered for cost identified basis with parts charged separately.

3. Existing Suppliers: If there is more than one supplier please split each contract up individually.

Alarms – we have BWS, ADT and Trinity. CCTV – Clearview. Access Control – ADT, formerly Johnson Control

4. Annual Average Spend per contract: The annual average spend for these contracts and please provide the average spend over the past 3 years for each provider

Clearview – CCTV servicing = £5500.

ADT – Fire Alarm Servicing = £11000.

ADT – Intruder alarm servicing = £10500.

BWS – Fire alarm servicing = £950.

BWS – Intruder alarm servicing = £4500

Trinity – Fire Alarm servicing = £5750.

5. Hardware Brands: The primary hardware brand of the organisation's Fire Alarms systems, Intruder alarms, CCTV and Access Control.

Information not held

6. Number of sites covered by these disciplines.

21 Sites

7. Contract Durations: please include any extension periods.

The endeavor is to tender a regional police contract to bundle these services together, tendered using the e:tendering solution, "bluelight", the problem is this is not easy to do because of the different standards and equipment which is likely to result in capital replacement systems. Should this be the case in the future, this will be led by SWPPU. In the meantime, contracts are not in place that provides for preventative maintenance (service) arrangements for hardware in situation.

8. Contract Expiry Dates: Please provide me with the day/month/year.

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9. Contract Review Dates: Please provide me with the day/month/year.

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10. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.

All goods and services tendered on our behalf by our regional procurement service (South West Police Procurement Unit – SWPPU) is tendered using the "Bluelight" e:tendering solution. Suppliers can register and set up alerts for matters of interest.

11. Contact Detail: Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address.

If the service support area has more than one provider for Fire Alarms maintenance then can you please split each contract up individually for each provider?

Kim Glenister, Head of Facilities & Estate [kim.glenister@wiltshire.police.uk](mailto:kim.glenister@wiltshire.police.uk)

12. If the contract is a managed by an outside Facility Management Company please can you provide all the relevant details with including the contact details of the responsible person from the FM company. (This request includes both DDI number and Mobile Number)

NA

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

**Force Disclosure Decision Maker**

Wiltshire Police offers a re-examination of your case under its review procedure.



**Force Disclosure Unit**

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN  
Telephone 101 ext 62005

## **Freedom of Information Request Appeals Procedure**

### **1. Who Can Ask for a Review**

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

### **2. How to Request a Review**

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit  
Wiltshire Police Headquarters,  
London Road, Devizes,  
Wiltshire,  
SN10 2DN

Email at [disclosure@wiltshire.pnn.police.uk](mailto:disclosure@wiltshire.pnn.police.uk).

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FoI request.

### **3. Review Procedure**

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

### **4. Conclusion of the Appeal**

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 01625 545 700  
Fax: 01625 524 510  
Email: [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)

**Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.**

**If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>**