

Reference: 01815979

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

22 May 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about Audio Visual contract information.

We received this request on 1 May 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request & our response

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*I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.*

*Audio Visual Fit Out - 4th Floor:*

<https://www.contractsfinder.service.gov.uk/Notice/15b8a364-0470-4e27-aa45-6c14ad619605>

*The details we require are:*

*\* What are the contractual performance KPI's for this contract?*

The following KPIs are in place in relation to this contract:

Period of cover: - (service hours)

Monday to Friday, 08:00 to 18:00 hours.

A support service comprising remote support via telephone/email /web service and an engineer attendance within 4-6 hours.

*\* Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages*

Insight Direct UK were successful.

While we hold further information in scope of your request we are withholding this information as we consider it is exempt under section 43 of the FOI Act. Section 43(2) provides that information is exempt if its disclosure under the FOI Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it). We are therefore unable to provide the names of the unsuccessful bidders as we consider that this information would be likely to prejudice their commercial interests.

Section 43(2) of the FOI Act is a qualified exemption, which means that we have to consider whether or not the public interest in disclosing the information you have requested outweighs the public interest in withholding the information. In this case, we consider that the public interest favours withholding the information.

The attached 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.

*\* Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date*

The contact value was let for £102,303.58 incl. VAT.

*\* Start date & duration of framework/contract?*

Q1 2021 – Q1 2024

*\*Financial Quarters\* Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?*

Please find attached a copy of this as requested.

*\* Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?*

There was no extension in the contract.

*\* Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?*

It is likely to be extended for 12 months, for support only.

*\* Who is the senior officer (outside of procurement) responsible for this contract?*

Ofcom's Head of ICT Supplier Management is the non-procurement contact in relation to this contract.

We hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

## Information Requests

### Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

### Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).

**Annex A**

**Section 43(2) of the FOI Act provides that:**

*Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).*

<b>Factors for disclosure</b>	<b>Factors for withholding</b>
<ul style="list-style-type: none"><li>• Enabling the public to gain transparency and a better understanding of the tendering processes.</li></ul>	<ul style="list-style-type: none"><li>• Disclosure of all unsuccessful bidders' names would let the public, including their competitors and any future customers, know that they have been unsuccessful. Letting their competitors know of their unsuccessful bid would likely put the unsuccessful bidders at a disadvantage.</li></ul>
<b>Reasons why public interest favours withholding information</b>	
<ul style="list-style-type: none"><li>• We acknowledge that there is public interest in disclosing information about tenders, however we consider that on balance, the public interest in withholding disclosure of the unsuccessful bidders' names outweighs the public interest in that disclosure, as this would likely prejudice those bidders' commercial interests including putting them at a competitive disadvantage.</li></ul>	