

Reference: 02007124

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

1 July 2025

Dear,

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

Thank you for your request for information concerning contracts for Firewall, Anti-virus, Microsoft Enterprise Agreement, and Power BI.

We received this request on 4 June 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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*Could you provide the most recent contract information you hold for the following areas. For each of the listed areas, I kindly request the following:*

- 1. Who is the existing supplier for this contract?*
- 2. What is the annual spend for each contract?*
- 3. What is the description of the services provided?*
- 4. Primary brand (where applicable)*
- 5. What is the start date of the contract?*
- 6. What is the expiry date of the contract?*
- 7. What is the total duration of the contract?*
- 8. Who is the responsible contract officer?*

*• Please include at least their job title, and where possible, name, contact number, and direct email address*

- 9. How many licences or users are included (where applicable)?*

#### **1. Standard Firewall (Network)**

**Firewall services that protect the organisation's network from unauthorised access and other internet security threats.**

**Existing Supplier** – CDW Ltd

**Annual Spend** - £65k incl VAT

**Description of Service** -Firewall Services

**Primary brand** - Brand withheld – S31(1)(a) - see below.

**Contract Start Date** - 2<sup>nd</sup> quarter of 2025

**Contract End Date** – 2<sup>nd</sup> quarter of 2026

**Total Duration of Contract n/a** - 12 months

**Responsible contract officer** – withheld – S40

**Job title** – withheld – S40

**Name** - withheld – S40

**Contact Number**

**Email**

**How many licenses are included (if applicable) n/a**

Please note that, we are unable to disclose information regarding the responsible contract officer, job title and name as we consider that this information is personal data and is exempt from disclosure under Section 40(2) of the FOI Act. Section 40(2) provides that personal information about persons other than the requestor is exempt where its disclosure would contravene any of the data protection principles in the UK General Data Protection Regulation and the Data Protection Act 2018. This includes the principle that personal data must be processed fairly and lawfully. Section 40 is an absolute exemption under the FOI Act and does not require a public interest test.

Additionally, we have withheld the primary brand information as we consider that it is exempt from disclosure under section 31(1)(a) of the FOI Act. This part of the act deals with information that, if disclosed, would, or would be likely to, prejudice the prevention or detection of crime.

Section 31(1)(a) of the FOI Act is a qualified exemption which means that we have had 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 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.

## **2. Anti-virus Software Application**

**Programs designed to prevent, detect, and remove viruses, malware, trojans, adware, and related threats.**

The information you have requested is being withheld as we consider that it is exempt from disclosure under section 31(1)(a) of the FOI Act (as explained above).

## **3. Microsoft Enterprise Agreement**

**A volume licensing agreement that may include:**

**\* Microsoft 365 (Office, Exchange, SharePoint, Teams)**

**\* Windows Enterprise**

**\* Enterprise Mobility + Security (EMS)**

**\* Azure services (committed or pay-as-you-go)**

**Existing Supplier** – Phoenix Software Limited

**Annual Spend** - c£2.7m incl VAT

**Description of Service** - Contract includes the EA and SCE and MACC01, Contract Number ECM\_1058

**Primary brand** – n/a

**Contract Start Date** – 3<sup>rd</sup> quarter of 2023

**Contract End Date** – 3<sup>rd</sup> quarter of 2026

**Total Duration of Contract** - 3 years

**Responsible contract officer** – withheld – S40

**Job title** – withheld – S40

**Name** – withheld – S40

**Contact Number**

**Email**

**How many licenses are included (if applicable)** n/a

Please note that, we are unable to disclose information regarding the responsible contract officer, job title and name as we consider that this information is personal data and is exempt from disclosure under Section 40(2) of the FOI Act. Section 40(2) provides that personal information about persons other than the requestor is exempt where its disclosure would contravene any of the data protection principles in the UK General Data Protection Regulation and the Data Protection Act 2018. This includes the principle that personal data must be processed fairly and lawfully. Section 40 is an absolute exemption under the FOI Act and does not require a public interest test.

#### **4. Microsoft Power BI**

**Or any alternative business intelligence platform used for data connectivity, dashboards, and reporting.**

As above with Phoenix.

I 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

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 31 (1) of the FOI Act provides that:**

**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 –**

**(a) the prevention or detection of crime;**

<b>Factors for disclosure</b>	<b>Factors for withholding</b>
<ul style="list-style-type: none"><li>• Disclosure would promote general transparency with the public in relation to the products/services Ofcom use, especially since these relate to ICT, and thereby increasing public confidence in how Ofcom carries out its work.</li></ul>	<ul style="list-style-type: none"><li>• Disclosure of detailed information about Ofcom's IT systems may aid malicious parties to attack the systems concerned. Release of this information will prejudice the prevention of crime by facilitating the possibility of a criminal offence being carried out. Hacking into an IT system is a criminal offence.</li></ul>
<b>Reasons why public interest favours withholding information</b>	
<ul style="list-style-type: none"><li>• We consider that, on balance, the public interest in withholding disclosure of the requested information outweighs the public interest in disclosing the information.</li><li>• Disclosure of detailed information about Ofcom's IT systems could be used by offenders to hack into our systems. It is in the public interest for this not to happen to protect Ofcom against a potential cyber-attack so that Ofcom can carry on its work. The more specific any information is, the more useful it may be to an attacker.</li></ul>	

- The consequences of any successful attack on Ofcom's systems are significant. They include loss of confidential and commercially sensitive stakeholder and government information and access to it by third parties. This would also impair trust and confidence in Ofcom as a regulator and impact our ability to carry out our functions.