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Date: 15 September 2023  
Our ref: K: FOI/Ref: 2023-000311  
Email: [nss.pcf-foi@nhs.scot](mailto:nss.pcf-foi@nhs.scot)



**Freedom of Information Reference: FOI-2023-000311 – CCTV Maintenance**

I refer to your freedom of information request that we received on 25 August 2023:

**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**
- 2. How much does the Org/s spend annually with the supplier? (if multiple suppliers please list the annual spend for each)**
- 3. What is the renewal date of this contract?**
- 4. What is the duration of the contract?**
- 5. What is the review date of this contract? If possible the likely 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?**
- 7. What is the total number of cameras in use/under this contract?**
- 8. The description of the services provided under this contract. Please state if this contract includes more than just CCTV services.**
- 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**

**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?**



**Headquarters**

Gyle Square, 1 South Gyle Crescent, EDINBURGH EH12 9EB

Chairperson Keith Redpath  
Chief Executive Mary Morgan

**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?**

I can advise we have now completed a search of our records and can provide you with the following information:

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

The 4 suppliers that National Services Scotland (NSS) have for CCTV maintenance and support is FMS Fire & Security, AFA Fire & Security, Aspex & FirePoint

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

FMS Fire & Security - £27,216.12 (Combination of Fire, Security & CCTV works)  
AFA Fire & Security - £5,632.30 (Combination of Fire, Security & CCTV works)  
Aspex - £25,316.66 (Combination of Access Control, Security & CCTV works)  
FirePoint - £2,500.00 (Combination of Fire, Security & CCTV works)

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

Contract renewal date is 1st April annually.

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

12 months.

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

CCTV Review is part of wider planned Security appraisals due to be completed in 2024/25.

**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?**

The brands that NSS use are Panasonic, Hikvision, Avigilon, Lenal OnGuard, TruVision, Dedicated Micros, Concept Pro, American Dynamics.

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

The total number of cameras in use is 202.

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

Fire Alarm Systems, Security Systems, Access Control, Barrier Controls & Employee/Visitor badge management systems are all incorporated with CCTV across the various locations and service contracts.

**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**

All communication with the Estates team that manage the contracts is through the Estates Service Centre. All communications come from [NSS.FMservicecentre@nhs.scot](mailto:NSS.FMservicecentre@nhs.scot)

**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?**

Questions 1-5 above are not applicable.

**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?**

Questions 1-5 above are not applicable.

I trust you will find the information of assistance and if you require any further information, please do not hesitate to contact me.

If you are unhappy with any aspect of how we have dealt with your request, you can make representations to us asking us to review the handling of your request. Please write to the

Head of Information and Cyber Security  
Digital and Security  
NHS National Services Scotland  
Headquarters  
Gyle Square  
1 South Gyle Crescent  
Edinburgh  
EH12 9EB

or at the email address [nss.foi@nhs.scot](mailto:nss.foi@nhs.scot) within 40 working days of the date of this correspondence.

If after a review you are still unhappy, you also have the right to apply to the Scottish Information Commissioner, who can be contacted at Kinburn Castle, St Andrews, Fife, KY16 9DS, or via their [online application form](#).

If you have any queries about this letter, please contact me at the above address.

Yours sincerely

