



Further to your information request FOI/EIR 24/25-213, please find your question and our response below.

Request:

Under the Freedom of Information Act, I am requesting detailed information regarding your organisations Access Control System and maintenance contract(s). This information is likely known by someone within Estates, Security, or Facilities Management. Please provide the following details:

Access Control System Overview:

1. Current System(s):

* What electronic access control system(s) do you currently have in place? Please include manufacturer of control unit & model (e.g. SALTO, PAXTON, ASSA)

2. Access-Controlled Doors:

* How many doors across all of your sites have access control systems installed? How many per each site?

3. Access Control Types:

* Please provide a detailed breakdown of the different types of access control hardware in place (e.g., magnetic lock doors, paxton p50 door readers, electric strike doors, battery-operated electronic handle sets, battery-operated electronic cylinders, etc.).

4. System Age:

* When was your current access control system installed? Which company installed it?

5. System Integration:

* Is your access control system integrated with your ID card production or other systems (e.g., time and attendance, building management, CCTV and/or fire/security alarm systems)? If so, which system(s) is it integrated with?

6. Supplier Information:

* What are the names of the suppliers of your existing access control system?

* Who is your current supplier for access cards and fobs, and do you purchase these directly or through your access control installers/maintenance contractors? If not, where do you purchase these from?

7. Manufacturer and Models:

* What manufacturer and model of hardware, cards and fobs do you use for your access control system? Please provide specific details of each of the exact manufacturer/model of equipment; card(s)/fob(s) that you use at each site (e.g. Paxton 692-052 Net2 Proximity ISO Cards Pack of 500 SKU: AC-PAX-692-052) together with the ongoing cost for fobs/cards (including VAT) each month/year.

8. Management Software:

* What software is used to manage the door controllers and readers in your access control system? (e.g. Paxton Net2 Pro)

Usage and Distribution Details:

9. Consumable Usage:

* Please provide data on the monthly and annual usage/purchases of access control cards and fobs. This should include how many are issued, lost/replaced, and returned faulty/damaged each month/annum.

10. User Information:

* How many individual users require access control cards/fobs across all sites? If possible, please provide a breakdown by site or building.

Maintenance and Support:

11. Management and Contact Information:

* Who manages your site's access control system? Please provide a name, direct email address and direct telephone number / extension for this contact.

12. Support/Maintenance Contracts:

* Do you have a current support/maintenance contract for your access control system? If so, when does this contract expire?

13. Future Plans/Planned Changes:

* What are the organisations plans related to the installation, upgrade, or support/maintenance of access control systems over the next three to five years?

Response:

In accordance with Section 16(1) of the FOI Act, the Council has a duty to provide advice and assistance to you, as far as it is reasonable to do so. We can advise that the Council does not respond to unsolicited requests regarding sales, procurement, and commissioning.

Departments must follow a strict procedure as the council has a responsibility to spend public money to achieve the best possible value and outcomes for its citizens whilst maximising the wider social, economic, and environmental benefits.

We can direct you to the Council's website pages for procurement opportunities, events and how to sell to the Council: <https://www.eastcambs.gov.uk/east-cambs-district-council/doing-business-council>

This concludes your request FOI/EIR 24/25-213.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach foi@eastcambs.gov.uk and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.