

2 July 2024

IC-311970-Y7H2

Request

You asked us:

"I would be most grateful if you would provide me, under the Freedom of Information Act, the following information regarding your facilities management approach:

- *How are facilities management services (hard FM, soft FM or TFM) handled across your estates?*
 - *If any services are outsourced, which services and to which suppliers?*
 - *What are the start dates and durations of these contracts, including the end date, and which services are included in each?*
 - *What are the values of the contracts?*
 - *Is there an extension clause in the contract(s) and if so, what is the duration of the extension?*
 - *Has a decision been made yet on whether the contract(s) are being either extended or renewed?*
 - *What is the job title of the senior officer (outside of procurement) responsible for the contract(s)?*
- *Do you utilise any outsourced helpdesk or FM integrator services? If so, with which supplier(s)?*
- *Which software solution(s) are used to manage your corporate property/assets including facilities management (CAFM)?"*

We received your request on 7 June.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

Our hard & soft FM services are outsourced to various partners.

The services indicated below are currently operating on expired rolling contracts. They will all shortly be replaced by a new Hard FM contract to be awarded to CBRE via the NHS SBS Hard FM Framework Agreement Reference: SBS10166 Direct award Value 4 Years £273,000

Hard FM

Murray Building Services	-	Mechanical/Electrical
Coolserve	-	Airconditioning
CoolTech	-	Airconditioning
ADT	-	Access control/Alarm monitoring
ProTec	-	Fire systems
Calbarrie Compliance	-	PAT testing
Network Elevators	-	Lift maintenance

The below soft services are also currently on expired rolling contracts and will all be included in an open tender due to be released over the next couple of months. A [PIN notice](#) was submitted on the 25th March 2024 we are still finalising specifications when launch a notice will be sent out via contracts finder.

Soft Services

Churchill Services	-	Cleaning
STE Waste	-	Waste Management
Securitas Security Services	-	Security
Initial	-	Washroom
Clean Assured	-	Window cleaning
PHS	-	Anti-slip mat

Current contracts

Franking Machine maintenance – The Mail Room	£97,200	3 Year contract expires May 2026
Franking Machines	- Pitney Bowes	£68,000 4 Year contract expires March 2026
Cooleraid	-	Water Coolers/Heaters expired contract £5,700 due to be tendered

We do not utilise any outsourced helpdesk or FM integrator services.

The senior officer responsible for the contracts is Head of Estates and Facilities, however for those wishing to tender services to the ICO, the correct channel is through the tendering process (see PIN notice as linked above).

This concludes our response.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full [review procedure](#) on our website.

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint](#) through our website.

Your information

Our [privacy notice](#) explains what we do with the personal data you provide to us, and sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely



Information Access Team
Strategic Planning and Transformation
Information Commissioner's Office, Wycliffe House, Water
Lane, Wilmslow, Cheshire SK9 5AF
ico.org.uk twitter.com/iconews

Please consider the environment before printing this email
**For information about what we do with personal data
see our [privacy notice](#)**