

09 July 2024

Our Ref: FOI 446

Request

We received your request on 14 June 2024 for the following information:

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)?*

Your request has been handled under the Freedom of Information Act 2000 (FOIA).

Our response

- How are facilities management services (hard FM, soft FM or TFM) handled across your estates?

The provision of facilities management services are provided on a regional basis. They are split into hard and soft service provision.

- If any services are outsourced, which services and to which suppliers?

We currently have the following services outsourced: -

Office Cleaning and Washroom Services - Aramark
Security Guarding - OCS
Waste Management – Riverridge
Dry Recycling - Riverridge
M&E Services – BI Electrical

- What are the start dates and durations of these contracts, including the end date, and which services are included in each?

Office Cleaning – 01/04/2023 to 31/03/2025 – two years - Office cleaning and washroom services
Security Guarding – 01/07/2021 to 31/03/2025 – four years – Security guarding and alarm monitoring
Waste Management – 01/04/2022 to 31/03/2025 – three years – Collection and disposal of waste
Dry Recycling – 01/11/2023 to 31/10/2027 – four years – Collection and recycling of all dry waste
M&E Services – 01/06/2023 to 31/05/2025 – two years – Service and maintenance to all M&E Services

- What are the values of the contracts?

Office Cleaning - £2.6m
Security Guarding - £4.27m
Waste Management – £140,000
Dry Recycling - £48,423
M&E Services – £1.85m

- Is there an extension clause in the contract(s) and if so, what is the duration of the extension?

The following contracts have extension provisions.

Office Cleaning – available contract extension – 2 years – currently in second year of extension
Security Guarding - available contract extension – 3 years - currently in first year of extension
M&E Services - available contract extension – 2 years

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

Yes.

- What is the job title of the senior officer (outside of procurement) responsible for the contract(s)?

The contracts are managed by the Corporate Facilities Manager – Centre, while the M&E contract is managed by the Building Services Manager.

- Do you utilise any outsourced helpdesk or FM integrator services? If so, with which supplier(s)?

No

- Which software solution(s) are used to manage your corporate property/assets including facilities management (CAFM)?

The office estate is managed by our Housing Management System (HMS). This system also assists in the management of all building related services.

This concludes our response.