

our ref **FOI 233**
your ref

Mr A Noakes

Sent by email only: request-121741-64d4bbcc@whatdotheyknow.com

please write to **Financial Ombudsman Service**
South Quay Plaza
183 Marsh Wall
London
E14 9SR

dx 141280 Isle of Dogs 3
website www.financial-ombudsman.org.uk

7 August 2012

Dear Mr Noakes

Your request for information

Thank you for your e-mail of 12 July 2012.

The answers to your questions are immediately below your questions:

What is the name of the person who is currently in charge of responsive maintenance contract procurement?

Nick Knight.

What is their Job title?

Procurement Manager.

At what address are they based?

South Quay Plaza 2, 183 Marsh Wall, London E14 9SR.

How many buildings are in your current stock?

We are tenants in three buildings but these are shared buildings (i.e. we are not the sole tenants) so we are only responsible for certain parts of the maintenance in each building.

Are responsive maintenance needs within your buildings stock, currently met by a Direct Labor Organization?

No.

If yes, what percentage of responsive maintenance work do they undertake?

Not applicable.

For each contract for planned and responsive maintenance please can you confirm the following:

- **The renewal date**

There are two contracts – one expires on 30th November 2014 and the other on 28th February 2015.

- **The bid process start date**

January 2014.

- **The term of the contract**

Four years.

- **The contract annual value (for the last contract tendered if necessary)**

Approximately £50k per annum.

- **Who the current contract holder is**

Cofely and Team Q Maintenance.

- **If there is a framework in place**

No.

Do you use a procurement consortium?

As part of our procurement exercise we explore the potential use of Other Government Department Frameworks which may be open to us (such as Government Procurement Service and Pro 5).

I hope that my response fully addresses your request; however, if you do not consider that we have fully complied with the Freedom of Information Act, there is further information overleaf.

Yours sincerely

Catherine Shannon Brisby
Information Rights Officer

direct line 0207 964 0646
direct fax 0207 964 0647
email informationrightsofficer@financial-ombdusman.org.uk

Appendix

If you are not satisfied with our response, please contact us within two months of the date of this letter – explaining why you are not happy – and asking us to carry out a review. You can contact our information rights officers by email at informationrightsofficer@financial-ombudsman.org.uk or by writing to this address:

Information Rights Officer
Knowledge and Information Management Team
Financial Ombudsman Service
183 Marsh Wall
London E14 9SR

If you remain unhappy after we have carried out our review, you can contact the Information Commissioner's Office within six months:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

phone: 0303 123 1113
email: casework@ico.gsi.gov.uk
website: www.ico.gov.uk