



Information Rights Team
 Post Office Limited
 Ground Floor
 Finsbury Dials
 20 Finsbury Street
 London EC2Y 9AQ
 033 3665 3951

Our reference: FOI2020/00583

Mr James Craig
request-683213-91c480bd@whatdotheyknow.com

06 October 2020

Dear Mr Craig,

Freedom of Information Request – FOI2020/00583

I am writing in response to your email received by Post Office Limited (“**Post Office**”) on 10 August 2020, which I am dealing with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email you have requested the following information:

I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.

Building and facilities management services

The details we require are:

- *Suppliers who applied for inclusion on the contract and were successful & not successful at the PQQ & ITT stages*
- *Actual contract values*
- *Start date & duration of contract*

I can confirm that Post Office does hold some of the information you have requested.

We do not hold any information on the suppliers who applied for inclusion on the contract and were not successful at the PQQ & ITT stages. However the contract values and further information are publicly available via the following link- <https://www.government-online.net/outsourced-facilities-management-services-for-the-post-office/>.

The contracts were awarded to Norland Managed Services Ltd and Servest Ltd, however Lots 3 and 5 were not awarded, see table below for further detail:

Lot and Service	Awarded Supplier
Lot 1 - Soft FM Services	Servest Ltd
Lot 2 - Hard FM Services	Norland Managed Services Ltd
Lot 3 - FM Helpdesk Services	Not awarded
Lot 4 - Catering Services	Servest Ltd
Lot 5 - Integrated FM Services (namely a single contract for the provision of all of Post Office’s FM requirements as detailed in Lots 1 to 4	Not awarded

If you have any queries about this response, please contact me. Do remember to quote the reference number above in any future communications.

I hope the information I have provided on this occasion is useful, however if you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address below stating your reasons for your internal review request.

Information Rights Manager
Post Office Limited
Information Rights Team
Ground Floor
Finsbury Dials
20 Finsbury Street
London
EC2Y 9AQ
information.rights@postoffice.co.uk

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
<https://ico.org.uk>

Yours sincerely,



Kerry Moodie
Information Rights Team
information.rights@postoffice.co.uk
<http://corporate.postoffice.co.uk/secure-corporate/about-us/access-to-information/>
@postofficenews

Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at www.postoffice.co.uk/privacy