



Cabinet Office

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Marta Nass

By email: request-1136936-42b91913@whatdotheyknow.com

FOI Reference: FOI2024/07488

3 July 2024

Dear Marta Nass

We refer to your request where you asked:

"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 are writing to advise you that following a search of our paper and electronic records, we have established that the information you requested is **held** by the Government Property Agency (GPA).

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

For the parts of the Government estate managed by Government Property Agency delivery of Facilities Management Services are contracted to suppliers across four regions, North, Central, South and London.

- 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?

The above information is available within the Public Domain via the Government Contract Finder Website (<https://www.gov.uk/contracts-finder>). Thereby this information is exempt from disclosure under section 21(1) of the Freedom of Information Act, being information that is reasonably accessible to the applicant by other means. Section 21 is an absolute exemption and the Cabinet Office is not required to consider whether the public interest favours disclosure of this information.

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

For the regional contracted delivery in buildings managed by the GPA, the GPA have entered into five year term contracts with an option to extend to seven years. The extensions can be for a duration from three months up to the full two years.

GPA also has one smaller Total Facilities Management contract which services five Government Buildings in London, Birmingham, Darlington, Manchester and Peterborough. This contract has an initial contract term until April 2025 and has a provision for a potential one year extension.

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

No decision has been made regarding extending or renewal of contracts.

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

The information you requested is being withheld under section 40(2) of the Freedom of Information Act. Section 40(2) exempts personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that information would, amongst other things,

contravene one of the data protection principles in Article 5(1) of the UK General Data Protection Regulation and section 34(1) of the Data Protection Act 2018. In this case, we believe disclosure would contravene the first data protection principle, which provides that processing of personal data must be lawful, fair and transparent. We consider that disclosure of the information would contravene principle

A under article 5(1)(a) of the UK General Data Protection Regulation (GDPR) which requires

that personal data should be processed lawfully, fairly, and transparently. We have considered the legitimate interests being pursued in the request and that these interests could be met only by disclosure of the information. We have found that on balance the legitimate interest and necessity in disclosure are overridden by the reasonable expectations of privacy of the individual[s] concerned.

Section 40(2) is an absolute exemption and the Cabinet Office is not obliged to consider whether the public interest favours disclosing the information.

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

Yes. FM Helpdesk services have been contracted to JLL. GPA does not have an FM integrator service.

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

The GPA use an industry standard integration Workplace Management System.

If you are unhappy with the service you have received in relation to your request or wish to request an internal review, you should write to:

Head of Freedom of Information
Cabinet Office
1 Horse Guards Road
London
SW1A 2HQ

email: foi-team@cabinetoffice.gov.uk

You should note that the Cabinet Office will not normally accept an application for internal review if it is received more than two months after the date that the reply was issued.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the Cabinet Office. The Information Commissioner can be contacted at:

<https://ico.org.uk/make-a-complaint/>

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

Yours sincerely

A handwritten signature in black ink, appearing to be 'A. B. C.', written in a cursive style.

FOI Team
Cabinet Office