

Reference: 01640032

Information Requests
information.requests@ofcom.org.uk

25 July 2023

Freedom of Information: Right to know request

Thank you for your request for information in relation to corporate estate managing maintenance. We received this request on 5 July 2023. We have considered it under the Freedom of Information Act 2000 (the "FOI Act").

Your request & our response

Please can you provide me with information concerning the maintenance of your corporate estate i.e. operational buildings, land and any other property (e.g. investment) and schools, if they are within your jurisdiction. Not any social housing/dwellings.

Q1. What type of maintenance management model does your organisation use? E.g. Managed supply-chain, single hard-fm & soft-fm contractor, internal workforce, principal contractor etc.

We have a blend of both in house and outsourced Property and Facilities Management teams with a Total Facilities Management contract across Ofcom's estate that includes the below list of services:

- Health, Safety & Environmental Management (Statutory Compliance)
- Quality & Risk Management
- Helpdesk and CAFM
- Best Practice Guidance / Advisory & Reporting
- Project Management
- Landlord/Agent Engagement and Lease Compliance
- Small Works
- BMS management
- Move Management
- Energy Management
- Air Quality Testing
- Hard Facilities Management (MEP)
- Fire Detection and Fighting Systems
- Planned Preventative and Reactive Maintenance Service Elements
- Fixed Electrical wiring testing
- Periodic PAT testing
- Handyman / Fabric Maintenance
- Soft Facilities Management – Cleaning including consumables

- Window/Internal Glazing Cleaning
- Pest Control
- Waste Management including confidential waste
- Security Services, CCTV, intruder alarms, key holding, access control maintenance and administration, Key tracker system, Electric vehicle gate, Manned guarding etc
- Gritting/Snow clearance
- Grounds Maintenance
- Internal Office Plants

Q2. Can you provide a list of the approved contractors used?

Mitie Technical Facilities Management Ltd.

Q3. What are the total values of contracts granted?

The annual value of the contract is approximately £1.2 million.

Q4. When do these contracts expire?

The initial contract period expires in January 2027. Ofcom may, at its sole discretion, extend the contract period for two further periods of twenty-four months each, and a third additional period of twelve months.

Q5. What services are provided in each contract?

Please see the response to question 1.

Q6. What procurement method was used? E.g. Open ITT, Framework if so, which one?

We undertook a further competition under the Crown Commercial Services Framework Agreement for Facilities Management RM3830.

I hope this information is helpful. If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Information Requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review, **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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