

Reference: 1841480

Information Requests
information.requests@ofcom.org.uk

18 July 2024

Freedom of Information request: Right to know request

Thank you for your request for information about the management of corporate estates and maintenance. We received this request on 20 June 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

I would be most grateful if you would provide me, under the Freedom of Information Act, the following information regarding your facilities management approach:

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

2. If any services are outsourced, which services and to which suppliers?
Mitie Technical Services.

- Pre contract condition surveys
- Mobilisation Period
- 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

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

January 2022 for 5 years plus extension options of 2 +2+1 years. TFM contract with services as outlined above.

4. What are the values of the contracts?

The information you requested is being withheld as we consider that it's disclosure is exempt under section 43(2) of the Act. This exemption deals with information that, if disclosed, would, or would be likely to, prejudice the commercial interests of any person including the public authority holding it. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. Annex A attached to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

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

Please see question 3.

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

No.

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

Senior Property and Facilities Manager/Head of Property and Facilities Management.

8. Do you utilise any outsourced helpdesk or FM integrator services? If so, with which supplier(s)?
Not available.

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

Maximo via Mitie.

We hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).

Annex A

Section 43(2) of the Act provides that:

Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).

Factors for disclosure	Factors for withholding
<ul style="list-style-type: none"> • Enabling the public to gain a better understanding of the commercial relationships between Ofcom and its suppliers, and thereby increasing public confidence in Ofcom. • Generally, there is a public interest in transparency of expenditure, especially if public funds are involved. 	<ul style="list-style-type: none"> • Ofcom contracts with a number of companies and has a financial relationship with them. Companies need to be confident that information relating to their business, such as information about them as an organisation or relating to their products or services, will not be disclosed if it would, or would be likely to, prejudice their commercial interests. • Ofcom continues to negotiate and require contracts like those related to this request. To release the cost would put Ofcom in a detrimental position for future contract negotiations and would undermine its bargaining position with potential suppliers. In addition, to release the amount Ofcom pays for a service could prejudice the commercial interests of the supplier – in that it would provide details of the supplier’s commercial relationships to its competitors or potential contractors.

Reasons why public interest favours withholding information

- We consider that, on balance, the public interest in withholding disclosure of this information outweighs the public interest in disclosure.
- Ofcom enjoys a positive relationship with those companies it contracts with. The release of information which would, or would be likely to, prejudice commercial interests into the public domain would impair both Ofcom’s relationship with providers of services, and adversely affect its commercial relationships with other contractors. If contractors could not be confident that such information provided by them to Ofcom would be withheld from disclosure, except in compelling circumstances, commercial activity may be impeded. Similarly, Ofcom’s bargaining position, and therefore ability to obtain value for money in services it contracts for, may be undermined in future negotiations if full details about the cost of these services were disclosed. These considerations go against the public interest in disclosing.

- Weighing the issues presented, it is considered that on balance, the factors for withholding the requested information outweigh those for release.