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[redacted]

Our ref: RFI 8543  
25 October 2016

Dear [redacted]

## **REQUEST FOR INFORMATION: PROPERTY SERVICES AND FACILITIES MANAGEMENT CONTRACTS**

Thank you for your request for information, which we received on 27 September 2016 about Defra Facilities contracts. As you know, we have handled your request under the Freedom of Information Act 2000 (FOIA).

Under the FOIA Defra and its Executive Agencies are one legal body, and so this answer will therefore cover: Defra, and its four Executive Agencies - APHA, VMD, Cefas and RPA\*. As some of the Defra Group contracts also cover some of Defra's Executive Non-Departmental Public Bodies, they are also included in this information.

You asked the following questions which we have answered below in bold.

(1) Does the Department/Executive Agency outsource any property services and Facilities Management to a third party?

**Yes**

(2) For Facilities Management contracts, could you state whether those are soft FM, hard FM or Total FM contracts?

**Total Facilities Management contract**

(3) Could you provide the year of the contract's expiry?

**2024**

(4) Could you provide the annual £ value of the contract?

**£24,567,093.35\*\***

(5) Could you state the provider of the contract? For example MITIE

**Interserve (Facilities Management) Ltd**

\*\*The contract price covers the total facilities management across the Defra Network Estate (including the four Executive Agencies - APHA; VMD, CEFAS, and RPA, and the following Executive Non-Departmental Public Bodies - NE, and MMO\*). The Contract value provided is the value as at 5 October 2016.



The contract price shown is for properties covered by the whole contract, therefore elements of this will be chargeable to tenants, which could include other Government Departments and commercial bodies. There will be some costs associated with EA and FC\* where they have small occupancies on the Defra sites. The above mentioned figure is net of VAT, excludes Repair & Replace, Pass-through and Project related spend.

The annual value of the Contract is due to the size of the estate and scope of the contract. The contract is a **Total** outsourced facilities management contract which provides a range of services from cleaning and security through to complex laboratory engineering to Defra's Network property estate which comprises of 102 sites including 18 laboratory sites.

To ensure value for money to Defra the charges (Services) and the quality of the Services are to be benchmarked. If the Benchmark Results reveal that the Charges for the Services are materially more expensive than an average of those charged to the Comparators, the Charges shall be automatically adjusted (downwards only) to the average price charged to the Comparators.

Information disclosed in response to this FOIA request is releasable to the public. In keeping with the spirit and effect of the FOIA and the government's Transparency Agenda, this letter and the information disclosed to you may be placed on [GOV.UK](https://www.gov.uk), together with any related information that will provide a key to its wider context. No information identifying you will be placed on the GOV.UK website.

We attach Annex A, which explains the copyright that applies to the information being released to you.

We also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter please contact me.

Yours sincerely,

[redacted]

**EIR/FOIA Casework Officer**  
**Information Rights Team**

[InformationRequests@defra.gsi.gov.uk](mailto:InformationRequests@defra.gsi.gov.uk)

**\*Abbreviation key**

Animal And Plant Health Agency (APHA)

Rural Payments Agency (RPA)

Natural England (NE)

Environment Agency (EA)

Veterinary Medicines Directorate (VMD)

Centre for Environment, Fisheries and Aquaculture Science (CEFAS)

Marine Management Organisation (MMO)

Forestry Commission (FC)

## Annex A

### Copyright

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## Annex B

### Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to [redacted] , Head of Information Rights, Area 4A, Nobel House, 17 Smith Square, London, SW1P 3JR (email: [InformationRequests@defra.gsi.gov.uk](mailto:InformationRequests@defra.gsi.gov.uk)) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner's Office (ICO) for a decision. Please note that generally the ICO cannot make a decision unless you have first exhausted Defra's own complaints procedure. The ICO can be contacted at:

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