



Department
for Environment
Food & Rural Affairs

Area 4A, Nobel House
17 Smith Square
London
SW1P 3JR

T: 03459 33 55 77
helpline@defra.gsi.gov.uk
www.gov.uk/defra

[redacted]

Our ref: RFI 8525

by email only

27 October 2016

Dear [redacted]

REQUEST FOR INFORMATION: DEFRA AND APHA FACILITIES MANAGEMENT INFORMATION

Thank you for your request for information, which we received on 15 September 2016, asking for contract information on the following facilities contracts:-

- A. Lift Service and Maintenance
- B. Air Conditioning and Ventilation Servicing and Maintenance
- C. Cleaning and Janitorial
- D. Mechanical And Electrical Maintenance
- E. Property Maintenance and Day To Day Repairs

As you know, we have handled your request under the Freedom of Information Act 2000 (FOIA).

The Defra Group holds a Total Facilities Management Contract with Interserve (Facilities Management) Ltd ("IFM"). The services listed above are included within this contract and IFM are not contractually obliged to provide detailed breakdown of the cost of each element of the Contract. Therefore I am unable to breakdown the contract price to identify the cost which is attributable to those services listed and I have instead provided an answer for the whole contract.

1. Contract Type – Total Facilities Management
2. Existing Supplier –IFM
3. Annual Spend – Defra group £24,567,093.35*, APHA £7,056,616. **
4. Contract Duration – 15 years
5. Contract Start – 3rd December 2008
6. Contract Expiry – 2024
7. Contract Review – The Charges(Services) and the quality of the Services and Projects are to be benchmarked in Contract Years 6, 9 and 12. 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

8. Contract Description – Total Facilities Management
9. Number of sites covered for each contract. – Defra group 102 sites*** APHA 49 Sites
10. Contract contact details –Head of Supplier Relationship Management and Contract Management, Network.Procurement@defra.gsi.gov.uk.

*The annual spend figure quote for Defra covers the total facilities management across the Defra Network Estate (including APHA; Veterinary Medicines Directorate (VMD), Centre for Environment, Fisheries and Aquaculture Science (CEFAS), Natural England (NE), Marine Management Organisation (MMO) and Rural Payments Agency (RPA)). 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 the Environment Agency and Forestry Commission where they have small occupancies on the Defra sites. The above mentioned figures are net of VAT, excludes R&R, Pass-through and Project related spend.

** Please note the figures provided are supplementary rather than contractual. The annual spend figure quoted for APHA is for the Total Facilities Management Contract which has been apportioned to account for the properties which are occupied by APHA. It is based on the APHA occupancies as per the September extract from the property portfolio database which is the best information available at the time to apportion the costs to occupiers at site level.

*** The total number of sites includes those which are occupied by APHA, VMD, CEFAS, NE, MMO, RPA and other Government departments and commercial bodies.

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]
Information Rights Team
InformationRequests@defra.gsi.gov.uk

Annex A

Copyright

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs or logos) can be also used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

Most documents produced by Defra will be protected by Crown Copyright. Most Crown copyright information can be re-used under the [Open Government Licence](#). For information about the OGL and about re-using Crown Copyright information please see [The National Archives website](#).

Copyright in other documents may rest with a third party. For information about obtaining permission from a third party see the [Intellectual Property Office's website](#).

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) 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