



University of East Anglia

Information Services Directorate

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09 May 2016

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_16-102)**

We have now considered your request of 21 April 2016 for current supplier and contract information relating to the University's Estates functions. Our response is on pages 2 to 5 of this letter, together with a copy of your request.

On this occasion, it is not possible to provide all the requested information. The Act contains a number of exemptions that allow public authorities to withhold certain information from release. We have applied the following exemption to part of your request.

Exemption	Reason
s.43(2), Prejudice to commercial interests	Disclosure of information would, or would be likely, to prejudice the commercial interests of a person as defined by the Act

This exemption applies to the total value of one of the University's security contracts. An explanation of why this information is exempt can be found in our response to a previous FOI request – see link provided on page 4.

We hope our response will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website: [https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us), or by telephone on 0303 123 1113.

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Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Ellen Paterson  
Information Policy and Compliance Manager  
University of East Anglia

## Response to Freedom of Information Act 2000 request (FOI\_16-102)

### **Hard Facilities Maintenance – Please confirm:**

*Who is the incumbent supplier(s) (external or in-house DLO)*

The University's Hard Facilities Management (HFM) services are provided by three different delivery models.

1. An in-house DLO (Direct Labour Organisation) providing the first response for reactive calls.
2. For planned maintenance and sub-contractor management we use an external supplier, CBRE Managed Services Ltd.
3. HFM services are also provided by Bilfinger Europa Ltd for two specific buildings.

*When did their contract start*

1. N/A
2. CBRE Managed services Ltd: September 2015
3. Bilfinger Europa Ltd: November 2014

*How long is their contract (i.e. 3 year + 2 X optional 1 year extensions)*

1. N/A
2. CBRE Managed services Ltd: 5 years + 2 x optional 1 year extensions
3. Bilfinger Europa Ltd: 5 years + 2 x optional 1 year extensions

*What services do they provide (i.e. M&E, reactive maintenance, etc)*

1. See question 1.
2. CBRE Managed services Ltd: HFM (planned maintenance), sub-contractor management, water hygiene, contractor control, gutters and gulley cleaning and window cleaning.
3. Bilfinger Europa Ltd: HFM (planned & reactive maintenance), catering, cleaning, grounds maintenance, security systems maintenance and helpdesk.

*What is the total value of their contract (for the entire term)*

1. N/A
2. CBRE Managed services Ltd: £8.9 million
3. Bilfinger Europa Ltd: £1.2 million

*Will the service be going out to public sector procurement and when?*

1. N/A
2. The services will be open tendered through the OJEU process when the contract term expires.
3. The services will be open tendered through the OJEU process when the contract term expires.

**Soft Facilities Maintenance – Please confirm:**

*Who is the incumbent supplier(s) (external or in-house DLO)*

The University's Soft Facilities Maintenance (SFM) services are provided by two different delivery models.

1. In-house DLO.
2. SFM services are also provided by Bilfinger Europa Ltd for two specific buildings.

*When did their contract start*

1. N/A
2. Details as for HFM.

*How long is their contract (i.e. 3 year + 2 X optional 1 year extensions)*

1. N/A
2. Details as for HFM.

*What services do they provide (i.e. cleaning, portering, washroom services, etc)*

1. All soft services, with the exception of those provided by Bilfinger for the two buildings.
2. Bilfinger provide the following soft services: cleaning, catering, vending, helpdesk, grounds maintenance and gritting.

*What is the total value of their contract (for the entire term)*

1. N/A
2. Details as for HFM.

*Will the service be going out to public sector procurement and when?*

1. N/A
2. Details as for HFM.

**Security Services – Please confirm:**

*Who is the incumbent supplier(s) (external or in-house DLO)*

The University's security services are provided by three different delivery models.

1. In-house DLO.
2. Security services are also provided for the University Library building by Norse Commercial Services Ltd. The Norse contract includes services other than security.
3. Security services are also provided by Bilfinger Europa Ltd for two specific buildings.

*When did their contract start*

1. N/A
2. For details of the Norse contract, see our response to a previous FOI request: [https://portal.uea.ac.uk/documents/6207125/12097650/160315\\_Response+letter\\_FOI\\_16-065\\_Redacted.pdf/](https://portal.uea.ac.uk/documents/6207125/12097650/160315_Response+letter_FOI_16-065_Redacted.pdf/)
3. Bilfinger: details as for HFM.

*How long is their contract (i.e. 3 year + 2 X optional 1 year extensions)*

1. N/A
2. Norse: see above link.
3. Bilfinger: details as for HFM.

*What services do they provide (i.e. manned guarding, CCTV, etc)*

1. All security services, with the exception of those provided by Norse and Bilfinger.
2. Norse: see above link.
3. Bilfinger: for two specific buildings, maintenance of CCTV (but not monitoring), refuge and intruder alarms.

*What is the total value of their contract (for the entire term)*

1. N/A
2. Bilfinger: details as for HFM.
3. Norse Commercial Services Ltd:

*[Information exempted pursuant to s.43(2), Freedom of Information Act]*

The contract value is exempt under section 43(2) of the Freedom of Information Act. Our earlier response letter (see link above) includes an explanation of why we have withheld this information, and our position on this matter remains unchanged since the date of this response (March 2016).

*Will the service be going out to public sector procurement and when?*

1. N/A
2. Bilfinger: details as for HFM.
3. Norse: see above link.

**Waste and Recycling – Please confirm:**

*Who is the incumbent supplier(s) (external or in-house DLO)*

*When did their contract start*

*How long is their contract (i.e. 3 year + 2 X optional 1 year extensions)*

*What services do they provide (i.e. waste collection, recycling, environmental campaigns, etc.)*

*What is the total value of their contract (for the entire term)*

*Will the service be going out to public sector procurement and when?*

See our response to two previous FOI requests:

[https://portal.uea.ac.uk/documents/6207125/8843528/FOI\\_15-131.pdf](https://portal.uea.ac.uk/documents/6207125/8843528/FOI_15-131.pdf)

[https://portal.uea.ac.uk/documents/6207125/8843528/FOI\\_15-148.pdf](https://portal.uea.ac.uk/documents/6207125/8843528/FOI_15-148.pdf)

**Ground Maintenance – Please confirm:**

*Who is the incumbent supplier(s) (external or in-house DLO)*

*When did their contract start*

*How long is their contract (i.e. 3 year + 2 X optional 1 year extensions)*

*What services do they provide (i.e. landscaping, winter gritting, pest control, biodiversity, etc)*

*What is the total value of their contract (for the entire term)*

*Will the service be going out to public sector procurement and when?*

Grounds maintenance is primarily delivered in-house. Our contract with Bilfinger Europa Ltd also covers grounds maintenance for two specific buildings. Contract details as for HFM.

**Catering Services – Please confirm:**

*Who is the incumbent supplier(s) (external or in-house DLO)*

*When did their contract start*

*How long is their contract (i.e. 3 year + 2 X optional 1 year extensions)*

*What services do they provide (i.e. catering to Student Union, etc.)*

*What is the total value of their contract (for the entire term)*

*Will the service be going out to public sector procurement and when?*

Catering services are primarily delivered in-house. Our contract with Bilfinger Europa Ltd also covers catering for two specific buildings. Contract details as for HFM.