



Sent by email: [REDACTED]

28 June 2024

Dear [REDACTED]

Freedom of Information request: FOI2024/00503

Thank you for your Freedom of Information request received on the 5 June in which you requested the following:

Your request:

1. *How are facilities management services (hard FM, soft FM or TFM) handled across your estates?*
2. *If any services are outsourced, which services and to which suppliers?*
3. *What are the start dates and durations of these contracts, including the end date, and which services are included in each?*
4. *What are the values of the contracts?*
5. *Is there an extension clause in the contract(s) and if so, what is the duration of the extension?*
6. *Has a decision been made yet on whether the contract(s) are being either extended or renewed?*
7. *What is the job title of the senior officer (outside of procurement) responsible for the contract(s)?*
8. *Do you utilise any outsourced helpdesk or FM integrator services? If so, with which supplier(s)?*
9. *Which software solution(s) are used to manage your corporate property/assets including facilities management (CAFM)?*

Our response

I can confirm that UK Research and Innovation (UKRI) hold information relevant to your request. Please see the information below and attached.

Answers to questions 1 to 4 have been provided within the attached document, Annex 1.

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

This is subject to change depending on the term's negotiation within each contract, therefore this information is not held.

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

This question refers to individual decisions that may be taken in relation to each individual contract. As this information is not yet established it is not held and therefore cannot be provided under FOI.

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

We are exempting the job titles of the senior officer (outside of procurement) responsible for the contract under section 40(2) of the FOIA. Disclosing this information would contravene the first Data Protection Principle as defined under Section 86 of the Data Protection Act 2018 and Article 5 of UK General Data Protection Regulation (UK GDPR).

Section 40(2) is an absolute exemption and does not require a public interest test

8. *Do you utilise any outsourced helpdesk or FM integrator services? If so, with which supplier(s)?*

Most of our sites do not use an outsourced helpdesk or FM integrator. One site in the UKRI estate uses OCS.

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

There are a number of CAFM systems in use across the UKRI estate: IDOX, Civica, ShireSystem Pirana, Qube Planet FM and Planon.

If you have any queries regarding our response or you are unhappy with the outcome of your request and wish to seek an internal review of the decision, please contact within the next 40 working days:


Head of Information Governance
Email: foi@ukri.org

Please quote the reference number above in any future communications.

If you are still not content with the outcome of the internal review, you may apply to refer the matter to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review procedure provided by UKRI. The Information Commissioner can be contacted at: www.ico.org.uk.

If you wish to raise a complaint regarding the service you have received or the conduct of any UKRI staff in relation to your request, please see [UKRI's complaints policy](#)¹.

Yours sincerely,


Information Governance
Information Rights Team
UK Research and Innovation
foi@ukri.org | dataprotection@ukri.org

¹ <https://www.ukri.org/who-we-are/contact-us/make-a-complaint/#skipnav-target>