

Nigel Goodchild  
By email: request-782060-a4dc04da@whatdotheyknow.com

13 September 2021

Dear Nigel Goodchild,

**G00522: Freedom of Information Request**

We refer to your request for information dated 13/08/2021 under the Freedom of Information Act 2000 (the "Act").

Please find below your question, with the University's corresponding response.

**Question**

Dear University of Southampton,

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

- How are facilities management services (hard FM, soft FM or TFM) handled across your estate?
- If any services are outsourced, which services and to which suppliers?
- What are the start dates and durations of these contracts, and which services are included in each?
- Is there an extension clause in the contract(s) and if so, what is the duration of the extension?

- Has a decision been made yet on whether the contract(s) are being either extended or renewed?
- What is the job title of the senior officer (outside of procurement) responsible for the contract(s)?
- Do you utilise any outsourced helpdesk or FM integrator services? If so, with which supplier(s)?

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

Thank you for your help.

Yours faithfully,

Nigel Goodchild

#### Answer

In accordance with [Section 1\(1\)\(a\)](#) of the Act, we confirm that the University holds information of the description specified in your request.

The University operates a mixed economy of in-house and externally contracted hard and soft FM services.

The information you have requested is publicly available from either the HEContracts website (<https://www.hecontracts.co.uk>) where we have awarded under a framework, or Contracts Finder (<https://www.gov.uk/contracts-finder>) where we have run our own procurement exercise. As the information you have requested is available at this time as set out above, it is reasonably accessible to you by other means, and the disclosure is exempt by virtue of [section 21](#).

Decisions about utilising extensions are currently being made, as August is a natural point in the year for the University to consider programmes of work taking in to account proposed student numbers for the new academic year and the potential ongoing impacts of Covid.

The main contact outside of Procurement will always be the Director of Estates Operations in the Universities Estates and Facilities Directorate.

We use Planon software to log and manage our Estates and Facilities requests. Room bookings are primarily managed through Scientia Web Room Booking and Microsoft Calendars (Outlook and SharePoint).

If you do not feel that we have dealt with your request in accordance with the requirements of [Part I](#) of the Act, you may request a review. Your request for a review should specify in what respect you consider that the requirements of [Part I](#) have not been met. Please address your request for a review by completing the [form](#) and selecting FoI Review.

In accordance with section 5.3 of the [Code of Practice](#), a request for a review must be sent within 40 working days of the date of this letter. The University is not obliged to accept any requests for a review beyond 40 working days. We will acknowledge your request for a review and endeavour to respond within 20 working days of its receipt but please note that a deadline for a review response is not prescribed by the Act.

The Information Commissioner is responsible for enforcing rights of access to information and the operation of the publication scheme. You may apply to the Information Commissioner in writing (FOI/EIR Complaints Resolution, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF) or [electronically](#) for a decision whether, in any specified respect, your request for information has been dealt with by the University in accordance with the requirements of [Part I](#) of the Act. The Information Commissioner will not normally act unless they are satisfied that the University's review procedure has been exhausted.

Yours sincerely,

*foi*