



[Redacted]

Date  
07 June 2024

[Redacted]

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

**Classification:**  
Public

Dear [Redacted],

## Freedom of Information Request – FOI2024/00545

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 2 April, which has been dealt with under the terms of the Freedom of Information Act 2000 (“**FOIA**”).

In your email you have requested the information shown verbatim in bold below:

**“I’m writing to request the following information below from your FM, compliance and space management departments.**

**If any, which software solution(s) are used to manage your corporate property/assets, ownerships and occupations, lease agreements and facilities management (CAFM), and who are your current provider(s)?**

**What is the start date and duration of the contract(s)?**

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

**Has a decision been made yet on whether the contract(s) will be extended or renewed?**

**What is the annual value of the contract(s)?**

**What is the total contract value of each contract?**

**How was the contract(s) procured, e.g., framework/tender?"**

We can confirm that Post Office does hold the information you have requested.

**If any, which software solution(s) are used to manage your corporate property/assets, ownerships and occupations, lease agreements and facilities management (CAFM), and who are your current provider(s)?**

- Post Office Ltd operate a fully-outsourced model for Estates Management and Facilities Management services and do not contract directly for any CAFM or similar software solution.

The answers to the remaining six questions can be located in the published contract on the following link: <https://www.contractsfinder.service.gov.uk/notice/93fc3618-4b4f-444e-88d8-5b57f8961d57?origin=SearchResults&p=1>

If you are dissatisfied with the handling of this response, you do have a right to request an internal review. You can do this by writing to the address above within 40 working days of receipt of this response stating your reasons for your internal review request or alternatively, by emailing [information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk).

If, having requested an internal review by Post Office, you are still not satisfied with our response you also have a right of appeal to the Information Commissioner at:

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

Telephone: 0303 123 1113  
[www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)

Yours sincerely,

Information Rights Team

[information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk)

<https://corporate.postoffice.co.uk/en/governance/access-to-information/access-to-information/>

**Post Office Limited is committed to protecting your privacy, information about how we do this can be found on our website at [www.postoffice.co.uk/privacy](http://www.postoffice.co.uk/privacy)**