



Date  
09 May 2024

Post Office  
100 Wood Street  
London EC2V 9ER

Your Ref:

Classification:  
Public

Dear [REDACTED]

## Freedom of Information Request – FOI2024/00430

We are writing in response to your email received by Post Office Limited (“**Post Office**”) on 14 March, 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:

**“Under the Freedom of Information act please could I request the following details in relation to the Hard Facilities Management Contract that was awarded to Atalian Servest in 2021?**

- 1. Extensions available to the contracts, including any extensions already taken?**
- 2. Total contract value/spend to date?**
- 3. Provide a PDF copy of the service specification and estate included?**
- 4. Provide a PDF copy of the quality questions and evaluation criteria used in the last procurement exercise?**
- 5. Provided a list of the KPIs used on the contract?**
- 6. Advise who the Senior Responsible Owner for the delivery of the contract?”**

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

### **Responses to Questions 1, 5 and 6:**

Please refer to our response dated 15<sup>th</sup> March 2023 relating to our reference FOI2023/00090 which is attached for your convenience with the following files:

FOIA Response\_FOI2023\_00090.pdf

Appendix 1 - Property Hard Facilities Management Services

Appendix 2 - Requirements for Lot 1.pdf

### **Question 2: Total contract value/spend to date?**

As of 21<sup>st</sup> March 2024, the total contract value was £11,927,534.85.

### **Question 3: Provide a PDF copy of the service specification and estate included?**

The information you have requested falls under the exemption in section 31(3) of the FOIA, which relates to the prevention or detection of crime. This exemption is engaged because providing the information will prejudice the prevention of crime by facilitating the possibility of a criminal offence being carried out.

In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosure. We recognise that there is a public interest in disclosure of information relating to specific estate details held by the Post Office, as this enhances transparency about the ways of working within Post Office.

On the other hand, there is a strong public interest in withholding information concerning the service specification for Post Office estates as the information held within them could be used as the basis of criminal activity / a cyber-attack to try and obtain the information for nefarious means. Disclosure of the information would prejudice the investigation of any incidents of criminal activity if it were to occur.

However, we can confirm Post Office's portfolio consists of secure warehouses, Admin Centres, and retail operations.

**Question 4: Provide a PDF copy of the quality questions and evaluation criteria used in the last procurement exercise?**

Please refer to the file named: FOI2024\_00430\_Hard\_FM\_Quality Requirements.pdf

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/>

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