

Freedom of Information requests

2013

Reference number: 13-008

Please find enclosed a request for information under the Freedom of Information Act. I look forward to receiving a response within the 20 working days laid down under the act.

Please provide information on contracts covering the following services which may have been bought in by the National Museum of Wales - Catering, Cleaning, IT services, office supplies - as it relates to its seven sites.

How long is the contract for each of the above?

What is the total cost of each of the above contracts?

When were the contracts awarded?

Please provide details of the successful contractor) to include where they are based in the UK and how many contractors were asked to tender for each of the contracts?

Are there any break clauses in the contracts?

Many thanks

Reference no.: 13-008

17 June 2013

Dear,

REQUEST FOR INFORMATION – *Information regarding contracts covering catering, cleaning, IT services and office supplies within Amgueddfa Cymru – National Museum Wales.*

Thank you for your request for information. As Head of Knowledge & Information Management for Amgueddfa Cymru - National Museum Wales, I am responsible for responding to your request for information.

I refer to your initial email of 16 May 2013 which was later clarified on the 29th May 2013, in which you asked for the following information:

- 1 *Please provide information on contracts covering the following services which may have been bought in by the National Museum of Wales – catering, cleaning, IT services and office supplies – as it relates to its seven sites.*
- 2 *How long is the contract for each of the above?*
- 3 *What is the total cost of each of the above contracts?*
- 4 *When were the contracts awarded?*
- 5 *Please provide details of the successful contractor, include where they are based in the UK and how many contractors were asked to tender for each of the contracts?*
- 6 *Are there any break clauses in the contracts?*

Response

In responding to your request for information, I will be referring to each element of your request separately.

- 1/ *Please provide information on contracts covering the following services which may have been bought in by the National Museum of Wales – catering, cleaning, IT services and office supplies – as it relates to its seven sites.*

Catering

Catering is provided by Elior UK Ltd who provides catering services for the National Museum Cardiff, St Fagans: National History Museum and the Waterfront Museum, Swansea. Catering for the other sites is provided with in-house staff.

Cleaning

Cleaning for all sites with the exception of the National Collections Centre, Nantgarw and the National Woollen Museum, Drefach-Felindre is provided with in-house staff.

National Collection Centre, Nantgarw is provided by Solo Cleaning.

National Woolen Museum, Drefach-Felindre is provided by Dublcheck.

IT Services

Following clarification on your request for information, you confirmed that you would only require information on the three largest IT Service contracts. The three largest contracts are as follows:

Logocalis provides the communications connections for the wide area network via the Public Sector Broadband Aggregation. This is an all-Wales Framework Agreement established by the Welsh Government.

BT provides the communications and circuits to supports the Museum's computer network.

Cardiff University provides internet service provider (ISP) for the Museum's access to the internet / World Wide Web.

Office Supplies

Office supplies are provided through SET, Cardiff via an all-Wales Framework Agreement established by Value Wales.

2/ *How long is the contract for each of the above?*

Catering

Elior is for 10 years, starting on the 1st January 2013.

Cleaning

Solo Cleaning negotiated annually

Dublcheck negotiated annually

IT Services

Logicalis - The current contract commenced on the 24th April 2012 and will end on the 24th April 2014. This is a Government Procurement Service contract (as part of the Central Government Framework).

BT – The contracts are renewed annually.

Cardiff University - The contract with Cardiff University is normally for three years. The current contract expired in February 2013 and has been extended for one year.

Amgueddfa Cymru is currently evaluating future options for this service.

Office Supplies

SET contract is negotiated annually as part of the Framework Agreement. This is an All-Wales Framework procured by Value Wales. The original contract expired in May 2010 and since then; it has been extended on an annual basis. Amgueddfa Cymru has been in contact with Value Wales who are currently evaluating future options.

3/ *What is the total cost of each of the above contracts?*

Catering

Catering provided by Elior is £3,705,000 which is based on rental income of £2.8 million and capital investment of £905,000. During the formal interview as part of the tender evaluation process, it became evident that only Elior were capable and had the sufficient funds to fulfill the required capital investment.

Cleaning

Cleaning services provided by Solo Cleaning, Amgueddfa Cymru spends £2687.76 per annum.

Cleaning services provided by Dublcheck, Amgueddfa Cymru spends ££3575.04 per annum.

IT Services

IT services provided by Logicalis, Amgueddfa Cymru spends £53,117 per annum.

IT services provided by BT, Amgueddfa Cymru spends £22,128 per annum.

IT services provided by Cardiff University, Amgueddfa Cymru spends £13,192 per annum.

Office Supplies

Amgueddfa Cymru purchased £60,936.08 on office supplies during 2011-2012

4/ *When were the contracts awarded?*

Answers provided to this question have been included within the answers to question 2.

- 5/ *Please provide details of the successful contractor; include where they are based in the UK and how many contractors were asked to tender for each of the contracts?*

Locations where the successful contractors are based:

Catering

Elior UK Ltd - The Courtyard, Catherine Street, Macclesfield, Cheshire, SK11 6ET.

Cleaning

Solo Cleaning – 1 Axis Court, Riverside Business Park, Mallard Way, Swansea, SA7 0AJ

Dublcheck – Dublcheck House, Minerva Court, Minerva Avenue, Chester, CH1 4QT

IT Services

Logicalis – 110 Buckingham Avenue, Slough, Berks, SL1 4PF

BT – Payment address is BT Openreach, Telephone Centre, Durham, DH98 1BT

Cardiff University – PO Box 497, Cardiff, CF10 3XR

Office Supplies

SET, Asset House, Penarth Road, Cardiff CF10 5RA

Number of contractors invited to tender:

Catering

Six companies were invited to tender.

Cleaning

No invitations to tenders were issued as the cost falls below the requirement to tender.

IT Services

Logicalis – this forms part of the Framework provided by the Government Procurement Service and as such they are the organisation who invites companies to submit tenders. Amgueddfa Cymru does not hold the information you have requested because the Museum does not manage the Framework facility and as such, the information you have requested is not held by the Museum.

Under Section 1,1 of the Act, the information you have requested is not held, therefore, I must apply Section 17 of the Act which states where public authorities receive a request for information that they do not hold, they must issue a Refusal Notice stating they do not hold the requested information. I am therefore issuing you with a Refusal Notice as the information you have requested is not held.

BT – Provided by a single tender.

Cardiff University – Initially this was provided by a single tender, however, Amgueddfa Cymru is reviewing options on how the services could be delivered in the future.

Office Supplies

SET – is part of the all-Wales Framework and as such, Amgueddfa does not undertake the tendering exercise.

Amgueddfa Cymru does not hold the information you have requested because the Museum does not manage the Framework facility and as such, the information you have requested is not held by the Museum.

Under Section 1,1 of the Act, the information you have requested is not held, therefore, I must apply Section 17 of the Act which states where public authorities receive a request for information that they do not hold, they must issue a Refusal Notice stating they do not hold the requested information. I am therefore issuing you with a Refusal Notice as the information you have requested is not held.

6/ Are there any break clauses in the contracts?

Catering

The contract is for 10 years from the 1st January 2013 and there is a 'break' clause in the contract at 5 years.

There are no 'break' clauses in the cleaning, IT services or office supplies contracts. Amgueddfa Cymru does not hold the information you have requested because the Museum does not have any 'break' clauses in the contracts for cleaning, IT services or office supplies, therefore I am unable to provide you the information as requested as it does not exist and therefore it is not held by the Museum.

Under Section 1,1 of the Act, the information you have requested is not held, therefore, I must apply Section 17 of the Act which states where public authorities receive a request for information that they do not hold, they must issue a Refusal Notice stating they do not hold the requested information. I am therefore issuing you with a Refusal Notice as the information you have requested is not held.

Your request was considered according to the principles set out in the National Assembly's Code of Practice on Public Access to Information (third edition). The Code is published on the Internet at www.information.wales.gov.uk.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Director of Collections and Research at the following address:

Mr John Williams-Davies
Director of Collections and Research
Amgueddfa Cymru – National Museum Wales
Cathays Park
Cardiff
CF10 3NP

When dealing with any concerns, we will follow the principles of the National Museum of Wales's Code of Practice on Complaints, which is available on our website at www.museumwales.ac.uk/en/45/.

Internal review requests should be submitted within two months of the date of receipt of the response to your original letter.

You also have the right to complain to the Information Commissioner's Office (ICO) if you are not content with the outcome of your complaint or review. Generally, the ICO will not make a decision unless you have exhausted the complaints procedure provided by the Museum.

The Information Commissioner can be contacted at:

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

I apologise that Amgueddfa Cymru cannot assist you with all aspects of your request but if you have any further queries or concerns then please contact me via my email address.

Yours sincerely,

Head of Knowledge & Information Management