

20 August 2026

Dear

ATISN 27205

Thank you for your request which I received on 9 July. You asked for the information as listed at Annex 1.

Our response

The Welsh Government currently has the following contracts providing the range of soft facilities management services referenced in your request:

Welsh Government Department	Contract Description	Response
Facilities Management – Administrative Estate	Soft FM & Security Services	Please refer to Annex 2
Economic Development & CADW Estate	Total FM Services – including a range of soft FM services	Please refer to Annex 2

Next steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

or e-mail: Freedom.of.information@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire

SK9 5AF

Website: www.ico.org.uk

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Annex 1

1. Current Contract Information

- The name(s) of the supplier(s) delivering cleaning and/or soft FM services.
- A description of the services included (e.g., cleaning, waste, grounds maintenance, washroom services, pest control, etc.).
- Contract start date, end date, and any extension options.
- The total annual contract value (or estimated value if exact figures are not held).
- Contact Details of the person responsible for the contract.

2. Upcoming Opportunities

- Details of any planned re-procurement or market engagement for cleaning or bundled soft FM services within the next 24–36 months.
- Any published procurement timetables, PIN notices, or soft market testing documents.
- Are there any plans or opportunities for pre-market engagement

3. Additional Information

- The name or job title of the internal contact responsible for estates/FM contract oversight (not personal details beyond what is permissible under FOIA Section 40).

Annex 2

WELSH GOVERNMENT – ADMINISTRATIVE ESTATE	
1. Current Contract Information	
The name(s) of the supplier(s) delivering cleaning and/or soft FM services.	Vinci Facilities Management
A description of the services included (e.g., cleaning, waste, grounds maintenance, washroom services, pest control, etc.).	Soft Facilities Management Services (SFM) including: - Cleaning - Security Guarding & Keyholding Response Services - Window Cleaning (internal and external) - Hygiene Services - Pest Control - Grounds Maintenance - Business Support Services (e.g. Porters; Post Room; Reception; Security Administration; Helpdesk etc.)
Contract start date, end date, and any extension options.	The contract commenced in July 2016 and will expire on 31 March 2027.
The total annual contract value (or estimated value if exact figures are not held).	Circa £7.5M p.a. – all services detailed above.
Contact Details of the person responsible for the contract.	Jayne Chinnock CIWFM Facilities Manager – Principal Offices Facilities Management Team Crown Buildings King Edward VII Avenue CARDIFF CF10 3NQ
2. Upcoming Opportunities	
Details of any planned re-procurement or market engagement for cleaning or bundled soft FM services within the next 24–36 months.	Security Guarding services will be removed from the bundled Soft FM Services Contract from 1 April 2027. This requirement will be separately tendered September / October 2026. A new Soft FM Services Contract (all other services detailed above – excluding Security Guarding) will be retendered late 2026 / early 2027.

WELSH GOVERNMENT – ADMINISTRATIVE ESTATE	
	All re-procurement activity will likely be carried out through Frameworks let by the Government Commercial Agency (GCA).
Any published procurement timetables, PIN notices, or soft market testing documents	Pipeline notices were published on 22/05/2025 for both the Security Services and Soft FM Services.
Are there any plans or opportunities for pre-market engagement	Yes. However, this will only be engagement with the suppliers party to the GCA Frameworks referenced above.
3. Additional Information	
The name or job title of the internal contact responsible for estates/FM contract oversight (not personal details beyond what is permissible under FOIA Section 40).	Jayne Chinnock CIWFM Contact details included above.

WELSH GOVERNMENT – ADMINISTRATIVE ESTATE (LONDON OFFICE ONLY)	
1. Current Contract Information	
The name(s) of the supplier(s) delivering cleaning and/or soft FM services.	GreenZone Cleaning & Support services Ltd
A description of the services included (e.g., cleaning, waste, grounds maintenance, washroom services, pest control, etc.).	- Office cleaning - Internal & external window cleaning - Pest control (ad hoc)
Contract start date, end date, and any extension options.	Annual purchase order as the value is below formal tendering threshold. This location will be added into the new SFM Contract when it is re-tendered in 2027 (as detailed in the Administrative Estate information included above).
The total annual contract value (or estimated value if exact figures are not held).	Circa £20K p.a.
Contact Details of the person responsible for the contract.	Zakhyia Begum Head of Facilities Management Crown Buildings King Edward VII Avenue CARDIFF CF10 3NQ
2. Upcoming Opportunities	
Details of any planned re-procurement or market engagement for cleaning or bundled soft FM services within the next 24–36 months.	See response for the Administrative Estate SFM Contract detailed above.
Any published procurement timetables, PIN notices, or soft market testing documents	See response for the Administrative Estate SFM Contract detailed above.
Are there any plans or opportunities for pre-market engagement	See response for the Administrative Estate SFM Contract detailed above.

WELSH GOVERNMENT – ADMINISTRATIVE ESTATE (LONDON OFFICE ONLY)	
3. Additional Information	
The name or job title of the internal contact responsible for estates/FM contract oversight (not personal details beyond what is permissible under FOIA Section 40).	Zakhyia Begum Head of Facilities Management Contact details included above.

WELSH GOVERNMENT – ECONOMIC DEVELOPMENT & CADW ESTATE	
1. Current Contract Information	
The name(s) of the supplier(s) delivering cleaning and/or soft FM services.	Vinci Facilities Management
A description of the services included (e.g., cleaning, waste, grounds maintenance, washroom services, pest control, etc.).	Soft services elements of the Total Facilities Management Services (TFM) contract which include the following services - Cleaning - IT Services - Landscaping - Pest Control - Receptionists - Security - Waste Disposal
Contract start date, end date, and any extension options.	The Contract was let on a 5 +1 +1 basis. The contract commenced in 1st October 2025 and will expire on 30th September 2030. If the options are taken for the +1 +1 years, it takes the end date to 30th September 2032.
The total annual contract value (or estimated value if exact figures are not held).	Soft services costs £5,025,000.00
Contact Details of the person responsible for the contract.	Mark James Senior Technical Project Manager Ladywell House Park Street Newtown Powys SY16 1JB
2. Upcoming Opportunities	
Details of any planned re-procurement or market engagement for cleaning or bundled soft FM services within the next 24–36 months.	N/A

WELSH GOVERNMENT – ECONOMIC DEVELOPMENT & CADW ESTATE	
Any published procurement timetables, PIN notices, or soft market testing documents	N/A
Are there any plans or opportunities for pre-market engagement	N/A
3. Additional Information	
The name or job title of the internal contact responsible for estates/FM contract oversight (not personal details beyond what is permissible under FOIA Section 40).	Mark James Contact details included above.