

11 August 2023

Request under The Freedom Of Information (Scotland) Act 2002

Thank you for your Freedom of Information request dated 14 July 2023, in which you requested the following:

Please can you provide me with information concerning the maintenance of your corporate estate i.e. operational buildings, land and any other property (e.g. investment) and schools, if they are within your jurisdiction. Not any social housing/dwellings.

Q1. What type of maintenance management model does your organisation use? E.g. Managed supply-chain, single hard-fm & soft-fm contractor, internal workforce, principal contractor etc.

Q2. Can you provide a list of the approved contractors used?

Q3. What are the total values of contracts granted?

Q4. When do these contracts expire?

Q5. What services are provided in each contract?

Q6. What procurement method was used? E.g. Open ITT, Framework if so, which one?

We have considered your requests, and can respond as follows:

Q1. VisitScotland adopt a mixture of planned preventative maintenance and reactive maintenance regimes delivered by a multitude of contractors across the estate.

Q2. VisitScotland utilise the Scottish Government procurement portal to appoint contractors and the list of contractors registered on this site is substantial and extensive covering a multitude of service disciplines within and out-with the Built Environment. Suppliers can register for free at <https://www.publiccontractsscotland.gov.uk>

Q3. There are multiple contracts in place covering a variety of hard and soft FM service disciplines. The values range from minor sums to larger value contracts depending on service requirements and the geographical area under service. All contract over £50,000 can be found at: <https://www.visitscotland.org/about-us/our-policies/procurement>

Q4. Contract expiry dates can be found at: <https://www.visitscotland.org/about-us/our-policies/procurement>

Q5. Contract services can be found at: <https://www.visitscotland.org/about-us/our-policies/procurement>

Q6. This depends on the specific FM requirement being procured. Standard process is for all procurement routes available to VisitScotland to be reviewed before a decision is made on the best route to market. This can range from Scottish Government Frameworks, Crown Commercial Services Frameworks and open tenders issued via Public Contracts Scotland.

Should you require further information regarding a specified timeframe and/or any contracts not covered by our Annual Procurement Reports please let us know, by emailing:

FOI.Requests@visitscotland.com.

We hope this information is helpful to you. If, however, you are not satisfied with our response or the manner in which we have dealt with your application, you may in the first instance contact our Chief Executive, Malcolm Roughead, whose contact details are set out below:

Mr Malcolm Roughead
Chief Executive
VisitScotland
Ocean Point One
94 Ocean Drive
Edinburgh, EH6 6JH
Telephone: 0131 472 2201
Fax: 0131 472 2223
E-mail: malcolm.roughead@visitscotland.com

If you wish to request a review of your application under either the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004, your request should be submitted to us in writing, or another permanent format (for example e-mail or voice recording), and be received by us within 40 days of the date of this letter. Any request for a review should also set out, in as much detail as possible, the reasons why you are not satisfied with our response or the manner in which we have dealt with your application.

If you are still not satisfied with our handling of your application after we have responded to your request for a review, you have a right to apply to the Scottish Information Commissioner for a decision on whether we have dealt with your request in accordance with the Act.

The Scottish Information Commissioner may be contacted at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews, Fife
KY16 9DS
Telephone: 01334 464610
Fax: 01334 464611
E-mail: enquiries@itspublicknowledge.info

You also have the right to appeal to the Court of Session in Scotland on a point of law concerning our response.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Gavin Mowat', with a long horizontal stroke extending to the right.

Gavin Mowat
Government and Parliamentary Affairs Manager
VisitScotland