

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/009826-2022>

Tender

Integrated Facilities Management (IFM) Framework

The Mayor and Commonalty and Citizens of the City of London ("the City of London") and the City of London Police

F02: Contract notice

Notice identifier: 2022/S 000-009826

Procurement identifier (OCID): ocds-h6vhtk-032cff

Published 13 April 2022, 8:02am

Section I: Contracting authority

I.1) Name and addresses

The Mayor and Commonalty and Citizens of the City of London ("the City of London") and the City of London Police

Guildhall

London

EC2P 2EJ

Email

Oliver.Watling@cityoflondon.gov.uk

Telephone

+44 2073321865

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.cityoflondon.gov.uk

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.capitalesourcing.com>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.capitalesourcing.com>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Integrated Facilities Management (IFM) Framework

II.1.2) Main CPV code

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

II.1.3) Type of contract

Services

II.1.4) Short description

The City of London Corporation (contracting as the Mayor and Commonalty and Citizens of the City of London) and the City of London Police, acting as the Authority is putting in place a Framework Agreement for provision of Integrated Facilities Management (IFM) services, for use by UK public sector bodies.

IFM is the consolidation of Facility Management (FM) services under a single supplier including hard and soft FM services bringing efficiencies in contract management, supply chain, project management and collaborative planning.

The Framework will be divided into six Lots reflecting property groups:

- Lot 1 - Corporate Property
- Lot 2 - Commercial Property
- Lot 3 - Performing Arts Venues
- Lot 4 - Heritage property / Mixed Use (including Office Space, Events, & Archives)
- Lot 5 - Schools
- Lot 6 - Police and Courts

By dividing property groups into six Lots which reflect the customer and clients' requirements, tailored service delivery models can be delivered in an integrated manner to provide FM services with differing objectives and drivers based on clients' needs and contract specifications which are adapted to meet these differing and unique requirements.

Suppliers can submit proposals to be shortlisted for Lots without restriction (i.e. suppliers can propose to be shortlisted for all six Lots). However to be shortlisted suppliers will need to demonstrate their skill and experience in delivering services relevant to the customer requirements for each Lot.

It will be open to all public sector bodies to use the Framework to undertake further competitions and award contracts.

II.1.5) Estimated total value

Value excluding VAT: £750,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 6

II.2) Description

II.2.1) Title

Lot 1 - Corporate Property

Lot No

1 - Corporate Property

II.2.2) Additional CPV code(s)

- 03121200 - Cut flowers
- 31141000 - Water coolers
- 39298910 - Christmas tree
- 45000000 - Construction work
- 45452000 - Exterior cleaning work for buildings
- 50000000 - Repair and maintenance services
- 50324200 - Preventive maintenance services
- 50334400 - Communications system maintenance services
- 50340000 - Repair and maintenance services of audio-visual and optical equipment
- 50531200 - Gas appliance maintenance services
- 50532000 - Repair and maintenance services of electrical machinery, apparatus and associated equipment
- 50610000 - Repair and maintenance services of security equipment
- 50700000 - Repair and maintenance services of building installations

- 50750000 - Lift-maintenance services
- 50800000 - Miscellaneous repair and maintenance services
- 50850000 - Repair and maintenance services of furniture
- 50883000 - Repair and maintenance services of catering equipment
- 55300000 - Restaurant and food-serving services
- 55500000 - Canteen and catering services
- 55520000 - Catering services
- 64100000 - Post and courier services
- 71314000 - Energy and related services
- 71315000 - Building services
- 71317210 - Health and safety consultancy services
- 72253000 - Helpdesk and support services
- 72514300 - Facilities management services for computer systems maintenance
- 77211500 - Tree-maintenance services
- 77310000 - Planting and maintenance services of green areas
- 77314000 - Grounds maintenance services
- 79710000 - Security services
- 79952000 - Event services
- 79992000 - Reception services
- 79993000 - Building and facilities management services
- 79993100 - Facilities management services
- 90500000 - Refuse and waste related services
- 90700000 - Environmental services
- 90710000 - Environmental management
- 90900000 - Cleaning and sanitation services
- 90910000 - Cleaning services

- 90911000 - Accommodation, building and window cleaning services
- 90922000 - Pest-control services
- 98310000 - Washing and dry-cleaning services
- 98341120 - Porter services
- 98341130 - Janitorial services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Facilities Management Services

Integrated Facilities Management is the consolidation of Facility Management services under a single supplier including hard and soft FM services bringing efficiencies in contract management, supply chain, project management and collaborative planning.

Tenderers are required to provide and deliver an integrated multidisciplinary range of facilities management services for customers.

Tenderers will need to be able to provide the services within London and one or more of the following geographical regions: East Midlands; East of England; North East England; North West England; South East England; South West England; West Midlands; Yorkshire & Humber; Scotland; Wales; and Northern Ireland.

This specific Lot is for provision of integrated facilities management services to a corporate property or group of properties.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £350,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 2- Commercial Property

Lot No

Lot 2- Commercial Property

II.2.2) Additional CPV code(s)

- 03121200 - Cut flowers
- 31141000 - Water coolers
- 39298910 - Christmas tree
- 45000000 - Construction work
- 45452000 - Exterior cleaning work for buildings
- 50000000 - Repair and maintenance services
- 50324200 - Preventive maintenance services
- 50334400 - Communications system maintenance services

- 50340000 - Repair and maintenance services of audio-visual and optical equipment
- 50531200 - Gas appliance maintenance services
- 50532000 - Repair and maintenance services of electrical machinery, apparatus and associated equipment
- 50610000 - Repair and maintenance services of security equipment
- 50700000 - Repair and maintenance services of building installations
- 50750000 - Lift-maintenance services
- 50800000 - Miscellaneous repair and maintenance services
- 50850000 - Repair and maintenance services of furniture
- 50883000 - Repair and maintenance services of catering equipment
- 55300000 - Restaurant and food-serving services
- 55500000 - Canteen and catering services
- 55520000 - Catering services
- 64100000 - Post and courier services
- 71314000 - Energy and related services
- 71315000 - Building services
- 71317210 - Health and safety consultancy services
- 72253000 - Helpdesk and support services
- 72514300 - Facilities management services for computer systems maintenance
- 77211500 - Tree-maintenance services
- 77310000 - Planting and maintenance services of green areas
- 77314000 - Grounds maintenance services
- 79710000 - Security services
- 79952000 - Event services
- 79992000 - Reception services
- 79993000 - Building and facilities management services

- 79993100 - Facilities management services
- 90500000 - Refuse and waste related services
- 90700000 - Environmental services
- 90710000 - Environmental management
- 90900000 - Cleaning and sanitation services
- 90910000 - Cleaning services
- 90911000 - Accommodation, building and window cleaning services
- 90922000 - Pest-control services
- 98310000 - Washing and dry-cleaning services
- 98341120 - Porter services
- 98341130 - Janitorial services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Facilities Management Services

Integrated Facilities Management is the consolidation of Facility Management services under a single supplier including hard and soft FM services bringing efficiencies in contract management, supply chain, project management and collaborative planning.

Tenderers are required to provide and deliver an integrated multidisciplinary range of facilities management services for customers.

Tenderers will need to be able to provide the services within London and one or more of the following geographical regions: East Midlands; East of England; North East England; North West England; South East England; South West England; West Midlands; Yorkshire & Humber; Scotland; Wales; and Northern Ireland.

This specific Lot is for provision of integrated facilities management services to a commercial property or group of properties.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £150,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 3 - Music and Arts Venues

Lot No

Lot 3 - Music and Arts Venues

II.2.2) Additional CPV code(s)

- 03121200 - Cut flowers
- 31141000 - Water coolers

- 39298910 - Christmas tree
- 45000000 - Construction work
- 45452000 - Exterior cleaning work for buildings
- 50000000 - Repair and maintenance services
- 50324200 - Preventive maintenance services
- 50334400 - Communications system maintenance services
- 50340000 - Repair and maintenance services of audio-visual and optical equipment
- 50531200 - Gas appliance maintenance services
- 50532000 - Repair and maintenance services of electrical machinery, apparatus and associated equipment
- 50610000 - Repair and maintenance services of security equipment
- 50700000 - Repair and maintenance services of building installations
- 50750000 - Lift-maintenance services
- 50800000 - Miscellaneous repair and maintenance services
- 50850000 - Repair and maintenance services of furniture
- 50883000 - Repair and maintenance services of catering equipment
- 55300000 - Restaurant and food-serving services
- 55500000 - Canteen and catering services
- 55520000 - Catering services
- 64100000 - Post and courier services
- 71314000 - Energy and related services
- 71315000 - Building services
- 71317210 - Health and safety consultancy services
- 72253000 - Helpdesk and support services
- 72514300 - Facilities management services for computer systems maintenance
- 77211500 - Tree-maintenance services

- 77310000 - Planting and maintenance services of green areas
- 77314000 - Grounds maintenance services
- 79710000 - Security services
- 79952000 - Event services
- 79992000 - Reception services
- 79993000 - Building and facilities management services
- 79993100 - Facilities management services
- 90500000 - Refuse and waste related services
- 90700000 - Environmental services
- 90710000 - Environmental management
- 90900000 - Cleaning and sanitation services
- 90910000 - Cleaning services
- 90911000 - Accommodation, building and window cleaning services
- 90922000 - Pest-control services
- 98310000 - Washing and dry-cleaning services
- 98341120 - Porter services
- 98341130 - Janitorial services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Facilities Management Services

Integrated Facilities Management is the consolidation of Facility Management services under a single supplier including hard and soft FM services bringing efficiencies in contract management, supply chain, project management and collaborative planning.

Tenderers are required to provide and deliver an integrated multidisciplinary range of facilities management services for customers.

Tenderers will need to be able to provide the services within London and one or more of the following geographical regions: East Midlands; East of England; North East England; North West England; South East England; South West England; West Midlands; Yorkshire & Humber; Scotland; Wales; and Northern Ireland.

This specific Lot is for provision of integrated facilities management services to Music and Arts Venues, or group of properties, including Music and Art Schools.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £50,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 4 - Historic Buildings and Archives

Lot No

4 - Heritage Buildings and Archives

II.2.2) Additional CPV code(s)

- 03121200 - Cut flowers
- 31141000 - Water coolers
- 39298910 - Christmas tree
- 45000000 - Construction work
- 45452000 - Exterior cleaning work for buildings
- 50000000 - Repair and maintenance services
- 50324200 - Preventive maintenance services
- 50334400 - Communications system maintenance services
- 50340000 - Repair and maintenance services of audio-visual and optical equipment
- 50531200 - Gas appliance maintenance services
- 50532000 - Repair and maintenance services of electrical machinery, apparatus and associated equipment
- 50610000 - Repair and maintenance services of security equipment
- 50700000 - Repair and maintenance services of building installations
- 50750000 - Lift-maintenance services
- 50800000 - Miscellaneous repair and maintenance services
- 50850000 - Repair and maintenance services of furniture
- 50883000 - Repair and maintenance services of catering equipment
- 55300000 - Restaurant and food-serving services
- 55500000 - Canteen and catering services
- 55520000 - Catering services
- 64100000 - Post and courier services
- 71314000 - Energy and related services

- 71315000 - Building services
- 71317210 - Health and safety consultancy services
- 72253000 - Helpdesk and support services
- 72514300 - Facilities management services for computer systems maintenance
- 77211500 - Tree-maintenance services
- 77310000 - Planting and maintenance services of green areas
- 77314000 - Grounds maintenance services
- 79710000 - Security services
- 79952000 - Event services
- 79992000 - Reception services
- 79993000 - Building and facilities management services
- 79993100 - Facilities management services
- 90500000 - Refuse and waste related services
- 90700000 - Environmental services
- 90710000 - Environmental management
- 90900000 - Cleaning and sanitation services
- 90910000 - Cleaning services
- 90911000 - Accommodation, building and window cleaning services
- 90922000 - Pest-control services
- 98310000 - Washing and dry-cleaning services
- 98341120 - Portering services
- 98341130 - Janitorial services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Facilities Management Services

Integrated Facilities Management is the consolidation of Facility Management services under a single supplier including hard and soft FM services bringing efficiencies in contract management, supply chain, project management and collaborative planning.

Tenderers are required to provide and deliver an integrated multidisciplinary range of facilities management services for customers.

Tenderers will need to be able to provide the services within London and one or more of the following geographical regions: East Midlands; East of England; North East England; North West England; South East England; South West England; West Midlands; Yorkshire & Humber; Scotland; Wales; and Northern Ireland.

This specific Lot is for provision of integrated facilities management services to Heritage Properties and Archive Stores, or group of properties

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £100,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 5 - Schools

Lot No

Lot 5 - Schools

II.2.2) Additional CPV code(s)

- 03121200 - Cut flowers
- 15894210 - School meals
- 31141000 - Water coolers
- 39160000 - School furniture
- 39298910 - Christmas tree
- 43324100 - Equipment for swimming pools
- 45000000 - Construction work
- 45214200 - Construction work for school buildings
- 45452000 - Exterior cleaning work for buildings
- 50000000 - Repair and maintenance services
- 50324200 - Preventive maintenance services
- 50334400 - Communications system maintenance services
- 50340000 - Repair and maintenance services of audio-visual and optical equipment
- 50531200 - Gas appliance maintenance services
- 50532000 - Repair and maintenance services of electrical machinery, apparatus and associated equipment
- 50610000 - Repair and maintenance services of security equipment

- 50700000 - Repair and maintenance services of building installations
- 50750000 - Lift-maintenance services
- 50800000 - Miscellaneous repair and maintenance services
- 50850000 - Repair and maintenance services of furniture
- 50883000 - Repair and maintenance services of catering equipment
- 55300000 - Restaurant and food-serving services
- 55500000 - Canteen and catering services
- 55520000 - Catering services
- 55523100 - School-meal services
- 55524000 - School catering services
- 64100000 - Post and courier services
- 71314000 - Energy and related services
- 71315000 - Building services
- 71317210 - Health and safety consultancy services
- 72253000 - Helpdesk and support services
- 72514300 - Facilities management services for computer systems maintenance
- 77211500 - Tree-maintenance services
- 77310000 - Planting and maintenance services of green areas
- 77314000 - Grounds maintenance services
- 79710000 - Security services
- 79952000 - Event services
- 79992000 - Reception services
- 79993000 - Building and facilities management services
- 79993100 - Facilities management services
- 90500000 - Refuse and waste related services
- 90700000 - Environmental services

- 90710000 - Environmental management
- 90900000 - Cleaning and sanitation services
- 90910000 - Cleaning services
- 90911000 - Accommodation, building and window cleaning services
- 90919000 - Office, school and office equipment cleaning services
- 90919300 - School cleaning services
- 90922000 - Pest-control services
- 98310000 - Washing and dry-cleaning services
- 98341120 - Porter services
- 98341130 - Janitorial services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Facilities Management Services

Integrated Facilities Management is the consolidation of Facility Management services under a single supplier including hard and soft FM services bringing efficiencies in contract management, supply chain, project management and collaborative planning.

Tenderers are required to provide and deliver an integrated multidisciplinary range of facilities management services for customers.

Tenderers will need to be able to provide the services within London and one or more of the following geographical regions: East Midlands; East of England; North East England; North West England; South East England; South West England; West Midlands; Yorkshire & Humber; Scotland; Wales; and Northern Ireland.

This specific Lot is for provision of integrated facilities management services to Schools, or group of Schools

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement

documents

II.2.6) Estimated value

Value excluding VAT: £50,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Lot 6- Police and Courts

Lot No

6 - Police and Courts

II.2.2) Additional CPV code(s)

- 03121200 - Cut flowers
- 31141000 - Water coolers
- 39298910 - Christmas tree

- 45000000 - Construction work
- 45452000 - Exterior cleaning work for buildings
- 50000000 - Repair and maintenance services
- 50324200 - Preventive maintenance services
- 50334400 - Communications system maintenance services
- 50340000 - Repair and maintenance services of audio-visual and optical equipment
- 50531200 - Gas appliance maintenance services
- 50532000 - Repair and maintenance services of electrical machinery, apparatus and associated equipment
- 50610000 - Repair and maintenance services of security equipment
- 50700000 - Repair and maintenance services of building installations
- 50750000 - Lift-maintenance services
- 50800000 - Miscellaneous repair and maintenance services
- 50850000 - Repair and maintenance services of furniture
- 50883000 - Repair and maintenance services of catering equipment
- 55300000 - Restaurant and food-serving services
- 55500000 - Canteen and catering services
- 55520000 - Catering services
- 64100000 - Post and courier services
- 71314000 - Energy and related services
- 71315000 - Building services
- 71317210 - Health and safety consultancy services
- 72253000 - Helpdesk and support services
- 72514300 - Facilities management services for computer systems maintenance
- 75241100 - Police services
- 77211500 - Tree-maintenance services

- 77310000 - Planting and maintenance services of green areas
- 77314000 - Grounds maintenance services
- 79710000 - Security services
- 79952000 - Event services
- 79992000 - Reception services
- 79993000 - Building and facilities management services
- 79993100 - Facilities management services
- 90500000 - Refuse and waste related services
- 90700000 - Environmental services
- 90710000 - Environmental management
- 90900000 - Cleaning and sanitation services
- 90910000 - Cleaning services
- 90911000 - Accommodation, building and window cleaning services
- 90922000 - Pest-control services
- 98310000 - Washing and dry-cleaning services
- 98341120 - Porter services
- 98341130 - Janitorial services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Facilities Management Services

Integrated Facilities Management is the consolidation of Facility Management services under a single supplier including hard and soft FM services bringing efficiencies in contract management, supply chain, project management and collaborative planning.

Tenderers are required to provide and deliver an integrated multidisciplinary range of facilities management services for customers.

Tenderers will need to be able to provide the services within London and one or more of the following geographical regions: East Midlands; East of England; North East England; North West England; South East England; South West England; West Midlands; Yorkshire & Humber; Scotland; Wales; and Northern Ireland.

This specific Lot is for provision of integrated facilities management services to properties managed by the Police and Judiciary (Courts)

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £50,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

48

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Facilities Services

Tenderers must be able to provide the facilities services listed within the specification, either directly or through subcontracting arrangements.

Tenderers should have suitable relevant experience of delivering facilities management services to end customers / users groups relevant to the property group (Lot 1 to 6) they are bidding for.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

The City of London will operate on-going contract monitoring procedures following award, to ensure financial stability requirements are maintained.

Credit rating checks will be carried out on a regular basis using either the City's own published criteria, and/or Dun and Bradstreet reporting.

It will be at the sole discretion of the City of London to suspend or permanently remove the Service Provider from the Framework Agreement based on ongoing financial stability checks.

The City of London shall monitor the Service Provider's performance against the template framework key performance indicators, and the social value proposed by Service Providers, on behalf of the City of London and Awarding Bodies.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 36

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

18 May 2022

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 48 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

18 May 2022

Local time

12:00pm

Place

Electronically, via web-based portal.

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

The procurement involves the establishment of a framework agreement

Envisaged maximum number of participants to the framework agreement: 36 (six per Lot)

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

WC1A 2LL

London

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

Cabinet Office

70 Whitehall

Whitehall

SW1A 2AS

Country

United Kingdom