

T/Chief Constable
T/Chief Constable Darren Martland
Police Headquarters
Carleton Hall Penrith,
Cumbria
CA10 2AU



23rd September 2025

Dear

FREEDOM OF INFORMATION REQUEST – FOI 1257/25 Cleaning Contracts

I refer to your request for information which was received by Cumbria Constabulary on 26th August 2025. I note you seek access to the following information:

Please focus on contracts awarded aligning these codes 90910000 - Cleaning services and 90911200 - Building-cleaning services.

1. *What is the total value of the contract awarded to the successful bidder?*
2. *What is the duration of the contract, including start and end dates?*
3. *If the contract is subject to an extension please specify whether the option to apply the extension has been taken.*
4. *Please confirm when contract will be next put to competitor tender*
5. *What are the specific services or products provided under this contract?*
6. *What were the criteria used to select the contractor?*
7. *How many bids were received for this contract?*
8. *Who won the contract and can you provide a copy of the winning bid proposal?*

Your request for information has now been considered and I can confirm Cumbria Constabulary does hold some information relevant to your request and where this is the case I have today decided to disclose this to you.

Question 1.

The total value of the contract awarded to the successful bidder is £2,076,690.90.

Question 2.

The duration of the contract, including start and end dates is 01/07/2025 - 30/06/2028.

Question 3.

The Authorities involved in the contract hold the right to extend for two 12-month periods.

Question 4.

The contract will be next put to competitor tender will depend on contract extensions - January 2028.

Question 5.

The specific services or products provided under this contract are scheduled cleaning tasks to the buildings, Ad hoc Specialist Deep Cleaning Services, Reactive cleaning tasks to the buildings, Provision of all cleaning materials, equipment (including access equipment). Including both Offices, Stations and Custody Sites.



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Question 6.

The criteria used to select the contractor is Quality, Social Value and Price.

Question 7.

There were 6 compliant bids were received for this contract.

Question 8.

I can confirm Orian Solutions Limited won the contract. However, Cumbria Constabulary is not obliged to disclose all of the requested information to you, namely a copy of the winning bid proposal.

Section 17 of the Freedom of Information Act 2000 requires Cumbria Constabulary when refusing such information (because the information is exempt) to provide you the applicant with a notice which

- (a) states the fact,
- (b) specifies the exemption and
- (c) states (if it would not be apparent) why the exemption applies.

The exemption applicable in this case is:

Section 43(2) – Commercial Interests

S43(2) is a prejudice-based, qualified exemption which requires evidence of harm and also for the public interest considerations to be assessed to determine if the considerations in favour of withholding the requested information would outweigh the considerations in favour of its release. I have set out the views on these issues below.

Evidence of Harm

A disclosure of information in response to a freedom of information request is not just made available to the requestor. Without questioning the motives of the requestor, any information disclosed in response to a freedom of information request has the effect of placing that information into the wider public domain and it therefore becomes accessible to any person.

Contracts are awarded following a fair procurement process in which tenders are invited from interested suppliers. Disclosing details of the successful proposal for this contract would, in my view, be likely to prejudice the commercial interests of the successful tenderer as this will enable competitors in this field of business to submit future tenders with the knowledge of the pricing structure and detailed submission associated with a winning bid and therefore enable them to 'undercut' the fees charged the provider. Disclosure of this information would therefore be detrimental to the provider's ability to successfully negotiate other contracts for the same or similar services, including with other authorities. Disclosing information of this nature would also be likely to prejudice the commercial interests of the Constabulary, as it would be likely to result in providers being less willing to submit tenders for contracts due to concern that commercially sensitive information would be disclosed by the Constabulary.

Public Interest Test

Factors in Favour of Disclosure - The requested information concerns the use of public funds for a specific service and there is a public interest in transparency and accountability relating to decisions about how public money is spent by Cumbria Constabulary.

Factors in Favour of Non-Disclosure - Disclosure of what could reasonably be considered to be sensitive information, would have the effect of making it less likely that businesses would wish to share commercially sensitive information with the Constabulary, as part of future tender exercises, which will limit competition and undermine the fairness of such exercises. This would also have the effect of hindering the Constabulary's ability to achieve best value for money and as such this would also undermine the Constabulary's commercial interests.



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Balancing Test

Whilst I recognise transparency is a very important consideration, after weighing up the competing interests I have decided that the factors in favour of maintaining the exemption outweigh the factors in favour of disclosing the information you have requested. This is because the damage to the Constabulary's reputation, caused by disclosing commercially sensitive information, would be detrimental to our ability to achieve best value in relation to expenditure of public funds. At a time of strain on public sector budgets, this is a significant consideration.

Whilst every care has been taken in the retrieval of the information provided, please do not hesitate to contact us for clarification, if you do have any issues or queries relating to this data.

Complaint Rights

If you believe your request has not been properly handled, or you are otherwise dissatisfied with the outcome of your request, you have the right to request an internal review.

In the first instance, please email freedomofinformation@cumbria.police.uk quoting the FOI reference number and explain why you are dissatisfied. Your complaint will be considered and a response will be provided to you after your complaint has been investigated.

If you remain dissatisfied following conclusion of the internal review, you have the right, under section 50 of the Freedom of Information Act, to complain directly to the Information Commissioner.

The address for the Information Commissioner can be found below:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Complaints to the Information Commissioner can also be made online:

[Make a complaint | ICO](#)

I would like to take this opportunity to thank you for your interest in Cumbria Constabulary.



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