



Dear [REDACTED]

Thank you for your email on 21 March 2019, requesting, under the Official Information Act 1982, the following information:

- *The number of contracts MSD currently holds for food catering, security and cleaning services.*
- *The names of current contractors who carry out these services.*
- *The approximate annual cost of each of these contracts.*
- *The date of expiry of each of these contracts.*
- *The places in which these contracts are delivered (E.g. buildings, cities or regions).*

New Zealand's public service is responsible for ensuring that funds provided to it by the Crown are spent prudently. In its capacity as a provider of a wide range of support services to over one million New Zealanders through more than 150 offices, the Ministry of Social Development (the Ministry) has guidelines in place that ensure sensible stewardship of public monies. The Ministry's financial policies are governed by the overarching consideration of probity.

The Ministry does not have any catering contracts. All catering is organised on a case by case basis, and each site engages with local suppliers individually. Therefore your request for this information is refused under section 18(e) of the Official Information Act as this information does not exist.

Security Contract 2017/18

Contractor	Region	Annual Cost	Expiry
[REDACTED]	Nationwide	\$24,550,105	30 March 2020

Every week Work and Income sees 38,000 clients face-to-face. The vast majority of these interactions do not pose a threat to staff or other individuals, and clients are able to be seen and assisted without any issues. However, as part of day-to-day work, staff see people who are vulnerable, who are frustrated, and who are managing complex personal situations. Occasionally, these issues manifest in intimidating, threatening or inappropriate behaviour towards Ministry staff. The Ministry has zero tolerance of this kind of behaviour and security guards help to make sure that the Ministry does not admit anyone who might represent a risk to the safety of other clients or Ministry staff.

The Ministry takes very seriously its obligations to provide a safe environment to staff and clients. Guards working on site are expected to be suitably briefed and trained to carry out this type of work.

Cleaning Contracts 2017/18

Contractor	Region	Annual Cost	Expiry
	Auckland, Central, East Coast, Taranaki, Wellington	\$1,977,158	Managed monthly
	Northland, Bay of Plenty	\$441,282	Managed monthly
	South Island, National Office	\$1,603,643	Managed monthly
	Waikato	\$377,500	Managed monthly
	Tauranga/Te Puke	\$97,813	Managed monthly

Please note that the costs shown are the actual costs for the 2017/2018 financial year and are exclusive of GST. For both cleaning and security services, the above costs include a portion of Oranga Tamariki costs as they are part of a shared service agreement. The Ministry of Social Development pays for the services and on charges costs to Oranga Tamariki. These costs are not itemised and cannot be separated.

The Ministry is in a current procurement process to negotiate new cleaning contracts. A 'Request for Information' closed off on the 18 April 2019. You can check the GETS.Govt.NZ website for more information. The reference ID number is 20887484.

Under this agreement, the Ministry provides services to more than 10,000 staff members from both agencies across more than 290 locations throughout New Zealand. The above contracts cover the cleaning of all commercial office space across New Zealand which is necessary in order to ensure a clean, healthy and hygienic environment for staff, visitors and clients. Cleaning services also include waste and consumable management.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter available to the wider public shortly. The Ministry will do this by publishing this letter on the Ministry of Social Development's website. Your personal details will be deleted and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Yours sincerely



SC Stephen Crombie
Deputy Chief Executive Corporate Solutions