

Parking Services Management

Reference Number: RDF1492-23

Date of Response: 30/05/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1st April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

Dear Sir / Madam,

Under the Freedom of Information Act, I would like to request the following information regarding the current parking services management arrangements in your jurisdiction (i.e. Hospital car parks):

- 1. Who is responsible for the parking management? (Job title)*

Answer: The Deputy Head of Facilities.

- 2. Do you outsource your current parking services management?*

Answer: Yes.

If you DO outsource:

- 3. What is the total size of the contract in terms of costs paid? (If this is broken down into smaller parts of the contract, please provide details)*

Answer: This information is commercially sensitive and its release would, or would be likely to prejudice the commercial interests of the Trust. The costs of the contracts are agreed as a result of a competitive tendering exercise, the financial aspect of which is not disclosed to any of the unsuccessful organisations tendering. The future of any new contracts will be awarded on the same basis of a competitive tender of which contract price/cost will form part of the weighted scoring process. To disclose any of the existing costs to a single organisation will give unfair advantage and undermine a competitive tendering exercise required to ensure best value for money.

In applying the exemption under Section 43(2) the Freedom of Information Act the Trust has balanced the public interest in withholding the information against the public interest in disclosure.

The Trust has considered all the relevant factors in the public interest test and concluded that the benefit to the public in applying the exemption outweighs the public interest in releasing the information requested as a result of the prejudices and losses that would potentially affect the Trust and patients. As such this information is being withheld under Section 43 (2).

4. *What contract type do you currently have? Management (i.e. site is owned by you but managed by a third-party) or Concession (site is owned and managed by third-party)*

Answer: Management.

5. *What services are required as part of the contract? (e.g. wardens/revenue collection, security staff, backend services)*

Answer: Northern Services: Patrol, revenue collection, staff permits, ANPR. Eastern Services: Patrol, staff permits, ANPR, Enforcement, public liaison, complaints handling, call centre.

6. *Is there future potential for capacity increase or the addition of further services?*

Answer: Yes.

7. *Who is your current parking provider?*

Answer: Northern Services: TPS, Sodexo, GroupNexus. Eastern Services: APCOA.

8. *Which other providers have you used in the last 20 years, if any? (Please provide details of recent contracts and providers, with dates)*

Answer: Northern Services: TPS, Sodexo, GroupNexus. Eastern Services: Saba, CP Plus, Exeter City Council.

9. *When did your current contract start? When does the contract end? Is there an extension period, and if so how long is it?*

Answer: Northern Services: Commencement 1st April 2022 – the contract is for a three-year (36 Month) term, with an option to extend by 1+1 years. Eastern Services: 01/02/2021 – 31/12/2024, no extension.

10. *When going out to tender, do you use a framework or is it an open tender?*

Answer: Northern Services: A further competition was run under the SBS framework agreement. Eastern Services: In this case, a framework agreement was used.

11. *Do you usually engage with the market before the tender? If so, how?*

Northern Services: Not on this occasion, because a framework agreement was selected which covered the requirement.

Eastern Services: Each procurement is different. Pre-tender market engagement is conducted if seen to be advantageous.

If you DO NOT outsource:

12. *Would you consider outsourcing the parking asset management to an external provider in the future?*

Answer: Not applicable.

13. *If so, in what circumstances would you do this?*

Answer: Not applicable.