

## Title

# Service & Maintenance Contracts

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Reference Number: RDF1388-23

Date of Response: 03/05/2023

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 1<sup>st</sup> 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).

Please can you provide the following service and maintenance contract information with regards to the organisation's Digital/Smart Buildings Platform, Fire Alarms & Fire Suppression, Access Controls, Security / CCTV, HVAC (Heating Ventilation Air Conditioning), BMS (Building Management System) and Care Comms/Nurse Call (Care Communications)

1. **Contract Description:** Please provide me with a brief description of the overall service provided under this contract.
  - Digital/Smart Buildings Platform –
  - Fire Alarms & Fire Suppression -
  - Access Controls -
  - Security / CCTV –
  - HVAC (Heating Ventilation Air Conditioning),
  - BMS (Building Management System)
  - Care Comms/Nurse Call (Care Communications).

Please see attached Excel sheet for Northern and Eastern service response.

2. **Contract Type:** Comprehensive, Semi Comprehensive including call outs, Basic Service Only.

Please see attached Excel sheet for Northern and Eastern service response.

3. **Existing Supplier:** If there is more than one supplier, please split each contract up individually.

Please see attached Excel sheet for Northern and Eastern service response.

4. **Annual Average Spend:** The annual average spends for this contract and please provide the average spend over the past 3 years for each provider

### **Section 17 - Refusal of request:**

The Trust can confirm that it holds this requested information, however this information is commercially sensitive, and its release would or would be likely to prejudice the commercial interests of the Trust. As such the Trust issues a

refusal notice under Section 17 of the FOI Act for this information and in doing so applies Section 43 of the FOI Act.

### **Section 43 (2) - Commercial Interests**

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.

#### *In favour of withholding the requested information:*

- This information should be Exempt from Northern and Eastern submissions because this information can be used to gain advantage in a procurement competition.
- The Trust would naturally require the same or similar level of service, however if this information was to be released into the Public domain, a bidder-requester would already know what the Trust is paying for that service, giving an advantage over other bidders, which is prohibited under the Public Contracts Regulations 2015.

#### *In favour of releasing the requested information:*

- Openness and accountability for tender processes and prices
- Obtaining value for money

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).

#### **5. Hardware Brand: The primary hardware brand of the organisation's**

- Digital/Smart Buildings Platform
- Fire Alarms & Fire Suppression
- Access Controls
- Security / CCTV,
- HVAC (Heating Ventilation Air Conditioning),
- BMS (Building Management System)
- Care Comms/Nurse Call (Care Communications).

Please see attached Excel sheet for Northern and Eastern service response.

#### **6. Number of sites with the above-mentioned solutions.**

Please see attached Excel sheet for Northern and Eastern service response.

#### **7. Contract Duration: please include any extension periods.**

Please see attached Excel sheet for Northern and Eastern service response.

#### **8. Contract Expiry Date: Please provide me with the day/month/year.**

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9. Contract Review Date: Please provide me with the day/month/year.  
Please see attached Excel sheet for Northern and Eastern service response.

10. Go to Market: How where these services procured, please provide me with either the tender notice or the framework reference number. Please specify if procured through other routes.  
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11. Contact Detail: Of the person from with the organisation responsible for each contract with details including full name, job title, direct contact number and direct email address.

Answer: The Trust only releases the names of Senior Management under Section 40 (2) of the Freedom of Information Act 2000. where disclosure may contravene the Data Protection Act 2018 and therefore applies an exemption under Section 40 (2) - Personal Information of the Freedom of Information Act 2000 and Section 10 of the Data Protection Act 2018.

The Executive Director responsible for for Estates and Facilities is Zara Hyde as Director of Estates and Facilities, contactable via our main are switchboards 01392 411611 (Eastern services) and 01271 322577 (Northern services) or via the Trust 'Contact Us' link on <https://royaldevon.nhs.uk/>

12. If the service support area has more than one provider for

- Digital/Smart Buildings Platform
- Fire Alarms & Fire Suppression
- Access Controls
- Security / CCTV,
- HVAC (Heating Ventilation Air Conditioning),
- BMS (Building Management System)
- Care Comms/Nurse Call (Care Communications).

Please see attached Excel sheet for Northern and Eastern service response.

13. Maintenance then can you please split each contract up individually for each provider?

Please see attached Excel sheet for Northern and Eastern service response.

14. If the contract is a managed by an outside Facility Management Company, please can you provide all the relevant details with including the contact details of the responsible person from the FM (Facilities Management) Company. (This request includes both DDI number and Mobile Number)

Please see attached Excel sheet for Northern and Eastern service response.



