

Title Service & Maintenance Contracts

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 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).

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.

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

- 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.

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

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 <u>https://royaldevon.nhs.uk/</u>

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.

FOI REQUEST RDF1388-23 NORTHERN ESTATES SERVICES

	Digital/Smart Buildings Platform	Fire Alarms & Fire Suppression	Access Controls	Security / CCTV	HVAC (Heating Ventilation Air Conditioning)	BMS (Business Management System)	Nurse Call
Contract Description - Please provide me with a brief description of the overall service provided under this contract	N/A	Servicing	Servicing	Servicing	Verifications	Servicing	Servicing
Contract Type: Comprehensive, Semi Comprehensive including call outs, Basic Service Only.	N/A	Quarterly and call outs	Annual & Callout	Annual & Callout	Annual	Weekly & callouts	Annual & Callout
Existing Supplier: If there is more than one supplier, please split each contract up individually	N/A	Challenge Alarms/Johnson Controls/Protec	Challenge Alarms	Challenge Alarms	Approved Air	тсѕ	Pinpoint/Challenge Alarms
Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider	N/A	N/A	N/A	N/A	N/A	N/A	N/A
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) and Care Comms/Nurse Call (Care Communications).	N/A	Mixed	Mixed	Mixed	Mixed	Trend	Pinpoint, Courtney Thorne
Number of sites with the above-mentioned solutions	N/A	12	12	12	1	8	3
Contract Duration: please include any extension periods.	N/A	12 months	12 months	12 months	12 months	12 months	5 years, 12 months
Contract Expiry Date: Please provide me with the day/month/year	N/A	31/05/23	31/05/23	31/05/23	31/07/23	30/09/23	30/04/24
Contract Review Date: Please provide me with the day/month/year.	N/A	01/03/23	28/02/23	01/03/23	01/04/23	21/06/23	01/02/24
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.	N/A	Local	Local	Local	Local	Framework	Local
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.	N/A	Contract Officer	Contract Officer	Contract Officer	Contract Officer	Contract Officer	Contract Officer
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) and Care Comms/Nurse Call.(Care Communications).	N/A	3 suppliers	1 supplier	1 supplier	1 supplier	1 supplier	2 suppliers
Maintenance then can you please split each contract up individually for each provider?	N/A	As per spreadsheet	As per spreadsheet	As per spreadsheet	As per spreadsheet	As per spreadsheet	As per spreadsheet
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)	N/A	N/A	N/A	N/A	N/A	N/A	N/A

FOI REQUEST RDF1388-23 EASTERN ESTATES SERVICES

	1	2	3	5	6	7	8	9	10	11	12	13	14
Question →	Description	Type	Existing Supplier	Hardware Brand	No of sites	Duration (yrs)	Expiry Date	Review Date	Go to Market	Contact Detail	No of providers	Maintenance split	Outside FM
Category ↓													
Digital/Smart Buildings			N/A										
	Dry Risers		Fire Defence Systems		1	1	31-Aug		Not recorded	N/A	see Q3	N/A	N/A
	Fire & Security		Trinity Fire & Security Systems		1	1	31-Dec	: 30-Sep	Not recorded	N/A	see Q3	N/A	N/A
	Fire Alarms	Basic Service	Alarmtec		6	1	30-Sep	30-Jun	Estates tender	N/A	see Q3	N/A	N/A
	Fire Alarms		Static Systems		1	3	31-Mai		Estates tender	N/A	see Q3	N/A	N/A
	Fire Extinguishers		Chubb Fire & Security		7	1	31-Jar		Estates tender	N/A	see Q3	N/A	N/A
	Fire Hydrants		Devon & Somerset Fire & Rescue		2	1	31-Aug	31-May	Not recorded	N/A	see Q3	N/A	N/A
	Fire Suppression	Basic Service	Argos Fire		1	1	31-Oc	: 31-Jul	Not recorded	N/A	see Q3	N/A	N/A
	Fire Suppression	Basic Service			2	1	31-Ju		Estates tender	N/A	see Q3	N/A	N/A
	Redcare Monitoring	Basic Service	Static Systems		3	1	30-Jur	i 31-Mar	Estates tender	N/A	see Q3	N/A	N/A
Fire Alarms & Fire Suppression	Sprinkler	Basic Service	Fire Defence Systems		1	1	31-Aug	31-May	Not recorded	N/A	see Q3	N/A	N/A
Access Controls			N/A										
	Intruder Alarms	Basic Service			2	1	24-Jar		Estates tender	N/A	see Q3	N/A	N/A
	Intruder Alarms	Basic Service	FullStop		1	1	31-Oc	: 31-Jul	Not recorded	N/A	see Q3	N/A	N/A
	Intruder Alarms	Basic Service	Scutum West		1	1	30-Jur	i 31-Mar	Not recorded	N/A	see Q3	N/A	N/A
Security/CCTV	Security	Basic Service	Chubb		1	1	26-Jur	26-Mar	Estates tender	N/A	see Q3	N/A	N/A
	Absorption Fridge	Basic Service	Bartlett		1	1	30-Nov	31-Aug	Estates tender	N/A	see Q3	N/A	N/A
Air Cond	AHU	Basic Service	Johnson Controls		1	1	31-Mai	31-Dec	Estates tender	N/A	see Q3	N/A	N/A
	AHU	Basic Service	Overclean		2	1	31-Dec	: 30-Sep	Estates tender	N/A	see Q3	N/A	N/A
	Air Conditioning	Basic Service	Bartlett		1	1	31-Oc	31-Jul	Not recorded	N/A	see Q3	N/A	N/A
	Air Conditioning	Basic Service	MacWhirter		3	1	31-Jar		Estates tender	N/A	see Q3	N/A	N/A
	Air Conditioning	Basic Service	T Clarke		1	1	31-Ju	l 30-Apr	Not recorded	N/A	see Q3	N/A	N/A
	Burners	Basic Service	Autoflame		2	1	30-Nov	31-Aug	Estates tender	N/A	see Q3	N/A	N/A
	Burners	Basic Service			1	1	30-Jur	i 31-Mar	Not recorded	N/A	see Q3	N/A	N/A
	Burners	Basic Service	Warme Energy Services		1	1	20-Jur	ı 20-Mar	Not recorded	N/A	see Q3	N/A	N/A
	Chillers	Basic Service			1	1	30-Api	· 31-Jan	Estates tender	N/A	see Q3	N/A	N/A
	Chillers	Basic Service	Carrier		2	1	31-Aug	31-May	Estates tender	N/A	see Q3	N/A	N/A
	Chillers	Basic Service	MacWhirter		1	1 1	31-Jar		Estates tender	N/A	see Q3	N/A	N/A
	Chillers	Basic Service	SF6 Recovery		1	1	30-Jur	i 31-Mar	Not recorded	N/A	see Q3	N/A	N/A
	Gas fired burners & boilers	Basic Service	Energy Systems		6	1	31-Mai	31-Dec	Estates tender	N/A	see Q3	N/A	N/A
	BMS		Associated Technology		4	1	31-Aug	31-May	Not recorded	N/A	see Q3	N/A	N/A
	BMS		Quanta Controls		1	1	31-May	28-Feb	Not recorded	N/A	see Q3	N/A	N/A
BMS	BMS	Basic Service	TCS Controls		1	1	30-Nov	31-Aug	Not recorded	N/A	see Q3	N/A	N/A
Care Comms/Nurse Call			N/A										