

Information Governance

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14 June 2023

Our reference: FOI DA4652

I am responding to your request for information received 22 March 2023. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

When an organisation receives a request for information under the Freedom of Information Act, it is allowed under the Act to apply a blanket exemption to this where it has concluded that providing a response would take in excess of eighteen hours. When the cost of compliance and extracting information would exceed eighteen hours, a cost limit of £450 can be applied. This is explained in Section 12 of the Freedom of Information Act 2000 and is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to eighteen hours work.

Having reviewed your request, the Trust has noted that it would not be able to provide all the information requested within the eighteen hours specified in the Freedom of Information Act 2000.

In order to assist you with your request, I have advised below the timing each question would take in order to assist you to refine your request. If you wish to refine your request to comply with the eighteen hour time limit, please do get in touch.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator



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Chair: Eileen Taylor

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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Request: Please 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).**

Question 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 – DARX/MFG**
- **Access Controls**
- **Security / CCTV**
- **HVAC (Heating Ventilation Air Conditioning)**
- **BMS (Building Management System)**
- **and Care Comms/Nurse Call (Care Communications)**

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:

Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

When the Trust identifies that the request is likely to take over 18 hours, we are not obliged to provide information for any part of the request. We are required to provide advice on how you may refine your request to information that can be collated within the 18 hour timeframe. You may then choose what information you would like to receive and confirm the same to us, upon which we will process your request.

The Trust has reviewed your request for information and in order to collate this information requested in this question, it would take staff two hours to complete. If the question was refined to only one system, this information can be collated within 18 hours.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

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

- **Fire Alarms & Fire Suppression**
- **Access Controls**
- **Security / CCTV**
- **HVAC (Heating Ventilation Air Conditioning)**
- **BMS (Building Management System)**
- **and Care Comms/Nurse Call (Care Communications)**



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Answer: The Trust has reviewed question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:

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

- **Fire Alarms & Fire Suppression**
- **Access Controls**
- **Security / CCTV**
- **HVAC (Heating Ventilation Air Conditioning)**
- **BMS (Building Management System)**
- **and Care Comms/Nurse Call (Care Communications)**

Answer: The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:

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When the Trust identifies that the request is likely to take over 18 hours, we are not obliged to provide information for any part of the request. We are required to provide advice on how you may refine your request to information that can be collated within the 18 hour timeframe. You may then choose what information you would like to receive and confirm the same to us, upon which we will process your request.

The Trust has reviewed your request for information and in order to collate this information requested in this question, it would take staff two hours to complete. If the question was refined to only one system, this information can be collated within 18 hours.



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Question 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

- **Fire Alarms & Fire Suppression**
- **Access Controls**
- **Security / CCTV**
- **HVAC (Heating Ventilation Air Conditioning)**
- **BMS (Building Management System)**
- **and Care Comms/Nurse Call (Care Communications)**

Answer: The Trust has reviewed question 4 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:

Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

When the Trust identifies that the request is likely to take over 18 hours, we are not obliged to provide information for any part of the request. We are required to provide advice on how you may refine your request to information that can be collated within the 18 hour timeframe. You may then choose what information you would like to receive and confirm the same to us, upon which we will process your request.

The Trust has reviewed your request for information and in order to collate this information requested in this question, it would take staff two hours to complete. If the question was refined to only one system, this information can be collated within 18 hours.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

Question 5: "Hardware Brand: The primary hardware brand of the organisation's

- **Fire Alarms & Fire Suppression**
- **Access Controls**
- **Security / CCTV**
- **HVAC (Heating Ventilation Air Conditioning)**
- **BMS (Building Management System)**
- **and Care Comms/Nurse Call (Care Communications)**

Answer: Section 12 (1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.



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The Trust has reviewed question 5 of your request for information. The Trust does not hold a central list of all the equipment / hardware requested, and in order to collate this information, staff would need to locate and record this information across our buildings and this would take at least 40 hours to complete. If the request is refined to just Fire Alarms, this could be determined within the 18-hour timeframe.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450, which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

Question 6: Number of sites with the above-mentioned solutions.

Answer: The Trust has reviewed question 6 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.

Question 7: Contract Duration: please include any extension periods.

- **Fire Alarms & Fire Suppression**
- **Access Controls**
- **Security / CCTV**
- **HVAC (Heating Ventilation Air Conditioning)**
- **BMS (Building Management System)**
- **and Care Comms/Nurse Call (Care Communications)**

Answer: The Trust has reviewed question 7 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:

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The Trust has reviewed your request for information and in order to collate this information requested in this question, it would take staff two hours to complete. If the question was refined to only one system, this information can be collated within 18 hours.



Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

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

- **Fire Alarms & Fire Suppression**
- **Access Controls**
- **Security / CCTV**
- **HVAC (Heating Ventilation Air Conditioning)**
- **BMS (Building Management System)**
- **and Care Comms/Nurse Call (Care Communications)**

Answer: The Trust has reviewed question 8 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:

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When the Trust identifies that the request is likely to take over 18 hours, we are not obliged to provide information for any part of the request. We are required to provide advice on how you may refine your request to information that can be collated within the 18 hour timeframe. You may then choose what information you would like to receive and confirm the same to us, upon which we will process your request.

The Trust has reviewed your request for information and in order to collate this information requested in this question, it would take staff two hours to complete. If the question was refined to only one system, this information can be collated within 18 hours.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

Question 9: Contract Review Date: Please provide me with the day/month/year.

- **Fire Alarms & Fire Suppression**
- **Access Controls**
- **Security / CCTV**
- **HVAC (Heating Ventilation Air Conditioning)**
- **BMS (Building Management System)**
- **and Care Comms/Nurse Call (Care Communications)**

Answer: The Trust has reviewed question 9 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:



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The Trust has reviewed your request for information and in order to collate this information requested in this question, it would take staff two hours to complete. If the question was refined to only one system, this information can be collated within 18 hours.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

Question 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.

- **Fire Alarms & Fire Suppression**
- **Access Controls**
- **Security / CCTV**
- **HVAC (Heating Ventilation Air Conditioning)**
- **BMS (Building Management System)**
- **and Care Comms/Nurse Call (Care Communications)**

Answer: The Trust has reviewed question 10 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 12(1) of the Freedom of Information Act 2000 states:

Section 12(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit

When the Trust identifies that the request is likely to take over 18 hours, we are not obliged to provide information for any part of the request. We are required to provide advice on how you may refine your request to information that can be collated within the 18 hour timeframe. You may then choose what information you would like to receive and confirm the same to us, upon which we will process your request.

The Trust has reviewed your request for information and in order to collate this information requested in this question, it would take staff two hours to complete. If the question was refined to only one system, this information can be collated within 18 hours.

Therefore, the Trust is unable to comply with this particular part of your request as the cost of compliance and extracting your exact requirements would exceed the appropriate cost limit of £450 which is specified in Section 12 of the Freedom of Information Act 2000. This is based on a rate of £25 per



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hour, regardless of the rate of pay of any individual involved in the retrieval of requested information, and equates to 18 hours work.

Question 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: Mohit Venkataram – Commercial Development Director.
mohit.venkataram@nhs.net
020 7655 4000

Question 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) and Care Comms/Nurse Call.(Care Communications).

- Fire Alarms & Fire Suppression
- Access Controls
- Security / CCTV
- HVAC (Heating Ventilation Air Conditioning)
- BMS (Building Management System)
- and Care Comms/Nurse Call (Care Communications)

Answer: East London NHS Foundation Trust does not have a Digital / Smart Buildings platform.

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

- Fire Alarms & Fire Suppression
- Access Controls
- Security / CCTV
- HVAC (Heating Ventilation Air Conditioning)
- BMS (Building Management System)
- and Care Comms/Nurse Call (Care Communications)

Answer: Not applicable.

Question 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)

- Fire Alarms & Fire Suppression
- Access Controls
- Security / CCTV
- HVAC (Heating Ventilation Air Conditioning)
- BMS (Building Management System)
- and Care Comms/Nurse Call (Care Communications)

Answer: Not applicable.



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