

Information Governance

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27 March 2024

Our reference: FOI DA5174

I am responding to your request for information received 25 January 2024 and clarified on 29 January. 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.

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,

Senior Information Governance Manager - Compliance

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: <u>www.ico.org.uk</u>

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

Request:

Question 1: What are the contractual performance KPI's for this contract?

Provision of Hard FM Services to East London NHS Foundation Trust:

https://gbr01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fted.europa.eu%2Fudl%3Furi%3DTED%3ANOTICE%3A166848-2019%3ATEXT%3AEN%3AHTML&data=05%7C02%7Celft.foi%40nhs.net%7C11f845def5c7407d5adb08dc00a5e1e6%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638385959662437416%7CUnknown%7CTWFpbGZsb3d8eyJWljoiMC4wLjAwMDAiLCJQljoiV2luMzliLCJBTil6lk1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=Ol2kBdJb2uEHUick1%2BnW8Nwz7nNpXnP%2F6nSWj72og3w%3D&reserved=0

Clarification: My questions are regarding this tender ELFT/TENDER/19/368 — Provision of Hard FM Services to East London NHS Foundation Trust.

Answer: Please see table below:

Key Performance Indicators (KPIs) Priority	Response (working hours)	Example
P1	Attendance within 2 hours (best endeavour)	Risk – to life/ property/service All H&S/power/security etc. Aim to attend and make good/repair – specifically to patient Bedrooms to
P2	Attend within 4 hours	keep beds open. Make safe works. Not high risk – will not endanger life/property. If Patient Area aware that no alternative provision may be available (example en-suite facilities that out of use would be detrimental to user). Would include making safe requests prior to repair.
P3	Attend within 8 hours (1 working day)	Low priority – common parts (not patient area's).
P4	Attend within 24 hours (4 working days)	Additional working requests – minor repairs.
P5	Attend within 56 hours (7 working days)	Quoted works/non-urgent requests – non 'make safe jobs'.
Quotation requests	Within 3 working days.	Works to start by agreement within 5 working days of agreed costs.

Question 2: Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages.

Answer:

In relation to your question, the Trust is applying Section 43 of the FOI Act. Section 43 Exemption applies to Commercial Interests. As this is a qualified exemption the public interest in withholding the information should outweigh the public interest in disclosure.

The Trust has applied the public interest test and, in this instance, believes disclosure of the information listed above may affect its ability to seek competitive tenders in the future and should therefore be withheld. It also believes that given

the specialism of some of the companies providing services to the Trust, disclosure may compromise their ability to participate competitively in commercial activity in the future. This would have an adverse effect on the provision of core support services within the Trust and may result either in the loss of specialised companies able to provide cost effective, robust services, or in an increase of prices. We are therefore unable to provide a response.

Question 3: Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date.

Answer: In relation to your question 3 the Trust is applying section 43 of the FOI Act.

Section 43 Exemption applies to Commercial Interests. As this is a qualified exemption the public interest in withholding the information should outweigh the

public interest in disclosure.

The Trust has applied the public interest test and, in this instance, believes disclosure of the information listed above may affect its ability to seek competitive tenders in the future and should therefore be withheld. It also believes that given the specialism of some of the companies providing services to the Trust, disclosure may compromise their ability to participate competitively in commercial activity in the future. This would have an adverse effect on the provision of core support services within the Trust and may result either in the loss of specialised companies able to provide cost effective, robust services, or in an increase of prices. We are therefore unable to provide a response.

Question 4: Start date & duration of framework/contract?

Answer: The start date of the contract was 1 June 2020 and the duration is three years.

Question 5: Could you please provide a copy of the service/product specification given

to all bidders for when this contract was last advertised?

Answer: Please see Appendix 1 and Appendix 2 attached.

Question 6: Is there an extension clause in the framework(s)/contract(s) and, if so, the

duration of the extension?

Answer: Yes, there is a possible two-year extension clause.

Question 7: Has a decision been made yet on whether the framework(s)/contract(s) are

being either extended or renewed?

Answer: Yes, it has been extended until 31 May 2025.

Question 8: Who is the senior officer (outside of procurement) responsible for this

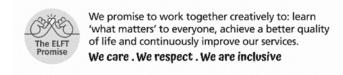
contract?

Answer: Dr Mohit Venkataram. Executive Director of Commercial Development.

Question 9: Also can you tell me what the status of this tender is? When will it come to

market?

Answer: Current status is at pre-tender stage, and due to come to market later this year.



Interim Chief Executive Officer: Lorraine Sunduza

Chair: Eileen Taylor