



13 June 2016

FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-63
Key Word: Facilities Management
Subject: Property and Building/Cleaning and Janitorial/Security/Catering
Request: **Date Received:** 20/05/2016
Monitoring Date: 23/05/2016
Date of Response: 13/06/2016

Thank you for your request for information received on 23 May 2016 and which was dealt with under the terms of the Freedom of Information Act 2000. We would also inform you that Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and which is detailed below and attached for your attention.

Please can you provide me with the organisation's existing contracts relating to facilities management for each of the categories below:

- A. Property and Building Services Maintenance
- B. Cleaning and Janitorial Services
- C. Security Services- From building and car park security to prisoner escorting services
- D. Catering Services

Question 1

What is the type of contract please pick from one of the categories above? If the organisation has a fully managed contract please state "Managed".

Answer 1

- (a) Maintenance of Automatic Gates and Shutters
- (b) Station Cleaning
- (c) Security Services for Ambulance Headquarters Building which operates 24 hours per day as the Emergency Ambulance Control Room is based in this facility
- (d) No catering contract in place

Question 2

Who is the supplier for this contract? Please can you provide me with the contract information for each individual supplier?

Answer 2

- (a) H&J Martin
- (b) Interserve (formerly Initial Rentokil)
- (c) Noonan Services Group NI Ltd
- (d) Not applicable

Question 3

What is the annual average spend? Please can you provide me with the contract information for each individual supplier?

Answer 3

- (a) £30,005
- (b) £93,518
- (c) £62,830
- (d) Not applicable

Question 4

What is the contract duration? Please also provide me with any extensions that maybe offered to the supplier.

Answer 4

- (a) July 2013 to July 2016 (plus 24 months extension)
- (b) Contract expired
- (c) February 2015 to July 2017 (plus 24 months extension)
- (d) Not applicable

Question 5

What is the contract expiry date? Please at least provide me with the month and year.

Answer 5

Please refer to Answer 4 above

Question 6

When will this contract be reviewed? Please at least provide me with the month and year

Answer 6

Contracts reviews are ongoing but no specific dates are held. Any extension(s) are agreed and communicated to suppliers via Business Services Organisation (Procurement and Logistics Services) who are the Centre of Procurement Expertise for HSC NI. In relation to facilities management NIAS does not currently have a contract but have commenced the tendering process with BSO PaLS. We anticipate the tender to be awarded in Quarter 4 2016/17

Question 7

Can you please provide me with the total number of sites the contract covers? An estimate will also be acceptable.

Answer 7

- (a) 25 sites approx.
- (b) 20 sites approx.
- (c) 1 site (NIAS HQ)
- (d) Not applicable

Question 8

What services are provided under this contract? A brief description will be acceptable

Answer 8

- (a) Planned maintenance and ad hoc repair of automated external glass and roller shutters.
- (b) Domestic cleaning of stations
- (c) Manned security services on site at agreed times daily
- (d) Not applicable

Question 9

Who is the main contact from within the organisation responsible for reviewing this contract? Can you please provide me with their full name, actual job title, contact number and direct email address?

Answer 9

- (a) Bryan Snoddy, Assistant Director of Operations
Telephone No: 028 9040 0999 Email: bryan.snoddy@nias.hscni.net
- (b) Tom Quinn, Stores/Procurement Manager
Telephone No: 028 9063 3463 Email: tom.quinn@nias.hscni.net
- (c) Lorraine Gardner, Assistant Director of Human Resources
Telephone No: 028 9040 0999 Email: Lorraine.Gardner@nias.hscni.net

Question 10

Notes: If the contract information provided is going to be expiring within the next 3 months it would be helpful to know if you're going to renew or are planning to go to tender for a new contract for this particular service

Answer 10

Please refer to Answer 6. All contracts are renewed when required, via BSO PaLs, as the Centre of Procurement Expertise for HSC NI. Renewals are agreed, scheduled, tendered and awarded on behalf of NIAS by PaLs.

I am sorry that we cannot assist you further at this time. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter. Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

In the event that you require a review to be undertaken, you can do so by writing to the Finance and ICT Director, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Website: ni@ico.org.uk
Post Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF
Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>. Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.