

Ref no: 350021117
From: Comercial
Date: 02/11/17
Subject: Soft FM services are provided in-house

REQUEST

I am writing to you as part of a DragonGate Market Intelligence research project looking into the changing landscape of support services in the NHS.

Specifically, I would like to ask for information on the following questions for your organisation:

1. Are soft FM services are provided in-house, contracted-out, or a mix of both?
2. Are hard FM services are provided in-house, contracted-out, or a mix of both?
3. Are Soft and Hard FM services procured together as a 'Total FM' contract?
4. If the answers to 1 or 2 are contracted-out or mixed, I would like to know the following additional information:
 - a. Original estimate of annual contract value
 - b. Contract start date
 - c. Contract expiry date
 - d. The incumbent supplier(s)
 - e. Whether the contract features extensions
 - f. Whether there are any plans to extend the current contract

If it is more convenient, please fill out your response in the below table. I have attached this document in word format, too, for your convenience.

	In-House or Contracted Out?	Total FM?	a. Value	b. Start Date	c. Expiry Date	d. Incumbent Suppliers	e/f. Plans to Extend?
1. Soft FM							
2. Hard FM							
Total FM (if applicable)							

RESPONSE

1. Are soft FM services are provided in-house, contracted-out, or a mix of both?

The Soft FM Services are contracted out.

2. Are hard FM services are provided in-house, contracted-out, or a mix of both?

The Hard FM Services are Contracted out.

3. Are Soft and Hard FM services procured together as a ‘Total FM’ contract?

Facilities Management Services are provided under the Trust’s PFI (private finance initiative) contract with New Hospitals, which also provides the hospital buildings and infrastructure. New Hospitals sub contractors, Vinci Facilities provide the estates services and Medirest provide the soft FM services.

Property & Building Services Maintenance is managed by Vinci Facilities.

Cleaning, Security and Catering Services are managed by Medirest.

4. If the answers to 1 or 2 are contracted-out or mixed, I would like to know the following additional information:

- a. **Original estimate of annual contract value:**
The Trust provides an indication of FM Costs within the annual ERIC return to the Department of Health and these are publicly available (efm.hscic.gov.uk).

- b. **Contract start date**
The contract started in 2006

- c. **Contract expiry date**
The PFI contract term runs to August 2047. The contract for estates services provided by Vinci Facilities spans the life of the PFI contract.

The soft FM services element of the contract provided by Medirest is due to be reviewed in June 2028.

- d. **The incumbent supplier(s)**
New Hospitals

- e. **Whether the contract features extensions**
The Soft FM services element of the contract indicates that contractually these services can be benchmarked and renewed for a further period of five years.

- f. **Whether there are any plans to extend the current contract**
n/a