

**Reference Number:** FOI202223/493  
**From:** Commercial  
**Date:** 22 March 2023  
**Subject:** Service and maintenance contract information for building management services

Please can you provide the following service and maintenance contract information with regards to the following areas of the organisation.

- a. Contract Description: Please provide me with a brief description of the overall service provided under this contract.
- b. Contract Type: Comprehensive, Semi Comprehensive including call outs, Basic Service Only.
- c. Existing Supplier: If there is more than one supplier, please split each contract up individually.
- d. Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider
- e. 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).
- f. Number of sites with the above-mentioned solutions.
- g. Contract Duration: please include any extension periods.
- h. Contract Expiry Date: Please provide me with the day/month/year.
- i. Contract Review Date: Please provide me with the day/month/year.
- j. 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.
- k. 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.
- l. 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).
- m. Maintenance then can you please split each contract up individually for each provider?
- n. 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)

Q1 Digital/Smart Buildings Platform

A1 Information not held – we do not have this platform

Q2 Fire Alarms & Fire Suppression

- A2
- a. Full servicing and maintenance as per BS5839
  - b. Basic service only
  - c. HESIS
  - d. £13,447.48
  - e. Honeywell GENT/ADT MX
  - f. One
  - g. 3 years
  - h. 31/03/2025
  - i. 31/03/2025
  - j. Original Equipment Manufacture suppliers – Market testing as per Standing Financial Instructions.
  - k. Adam Hope, Head of Estates, [adam.hope@lhch.nhs.uk](mailto:adam.hope@lhch.nhs.uk)
  - l. Information not held – one provider only
  - m. As above
  - n. Information not held – not managed by an outside Facility Management Company

Q3 Access Controls

- A3
- a. Access control is wholly owned by LHCH. It is serviced and supported by the incumbent suppliers
  - b. Comprehensive
  - c. HESIS
  - d. £188,626
  - e. HESIS
  - f. One
  - g. Rolling contract
  - h. As above
  - i. On going on a rolling basis
  - j. Direct award
  - k. Brian cowan (security manager) 0151 600 1633 [brian.cowan@lhch.nhs.uk](mailto:brian.cowan@lhch.nhs.uk)
  - l. Information not held – one provider only
  - m. As above
  - n. Information not held - Information not held – not managed by an outside Facility Management Company

Q4 Security / CCTV

- A4
- a. CCTV is wholly owned by LHCH. It is serviced and supported by the incumbent suppliers
  - b. Comprehensive
  - c. MLS Networks
  - d. £166,140
  - e. MLS Networks
  - f. One
  - g. 10 years
  - h. 2031
  - i. Ongoing as on a rolling basis
  - j. Direct award
  - k. Brian cowan (security manager) 0151 600 1633 [brian.cowan@lhch.nhs.uk](mailto:brian.cowan@lhch.nhs.uk)
  - l. Information not held – one provider only
  - m. MLS Networks
  - n. Information not held – not managed by an outside Facility Management Company

Q5 HVAC (Heating Ventilation Air Conditioning)

A5 a-n. Information not held - no contract in place

Q6 BMS (Building Management System)

- A6
- a. PM labour – checking of controllers, field equipment etc.
  - b. Basic service only
  - c. Honeywell
  - d. £5,513
  - e. Tridium/Honeywell EBI
  - f. One
  - g. 1 year
  - h. 31/03/2024
  - i. As above
  - j. Original Equipment Manufacture suppliers – Market testing as per Standing Financial Instructions.
  - k. Adam Hope, Head of Estates, [adam.hope@lhch.nhs.uk](mailto:adam.hope@lhch.nhs.uk)
  - l. Information not held – one provider only
  - m. As above
  - n. Information not held – not managed by an outside Facility Management Company

Q7 Care Comms/Nurse Call (Care Communications).

- A7
- a. Servicing of nurse call/cardiac arrest systems
  - b. Basic service only
  - c. Wandsworth
  - d. £5,668
  - e. Wandsworth
  - f. One
  - g. 1 year
  - h. 31/03/2024
  - i. As above
  - j. Original Equipment Manufacture suppliers – Market testing as per Standing Financial Instructions.
  - k. Adam Hope, Head of Estates, [adam.hope@lhch.nhs.uk](mailto:adam.hope@lhch.nhs.uk)
  - l. Information not held – one provider only
  - m. As above
  - n. Information not held – not managed by an outside Facility Management Company