



Kent and Medway
NHS and Social Care Partnership Trust

Information Governance & Records Management Department

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Sent via email

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Dear [REDACTED]

Request for Information

I write further to your request FOI ID 43851 under the Freedom of Information Act 2000 regarding:-

Hard facilities Management Services

Your request is set out below:

In relation to the contract - KMPT & KCHFT - Hard Facilities Management Services

The details we require are:

- What are the contractual performance KPI's for this contract?

1	Compliance	The Supplier shall be compliant with all relevant Legislation, Statutory regulations, and Approved Codes of Practice as they relate to the management and delivery of the service in the Performance Month, except where these are measured by another KPI
2	Supplier Staff	The Supplier shall ensure all Supplier Staff meet the minimum requirements of the Contract at all times within the Performance Month.
3	Supplier Quotations	Proactive management of quotations as detailed in the Specification.
4	Reports, Plans & schedules	The Supplier shall prepare and issue all reports, plans and schedules to the Client on the due date for each, in accordance with the Contract requirements or as otherwise agreed with the Client in Agreed Procedures. This shall include ad hoc and formal reporting and availability of the CAFM system
5	Reactive maintenance first time fix	The Supplier shall achieve a minimum of 80% First Time Fix rate for all Faults reported to the Helpdesk in the Performance Month.
6	Reactive – Priority 1	The Supplier shall ensure that all Faults and Service Requests reported to the Helpdesk and/or logged on the CAFM System, in the Performance Month are attended and rectified in accordance with the Priority Level 1 Reactive Service Level
7	Reactive – Priority 2, 3 and 4	The Supplier shall ensure that all Faults and Service Requests reported to the Helpdesk and/or logged on the CAFM System, in the Performance Month are

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Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

		attended and rectified in accordance with the Priority Levels 2, 3 and 4
8	Planned Maintenance	The Supplier shall ensure that all required Planned Activities including statutory Tests and Inspections within the Performance Month are undertaken in accordance with the relevant tolerance in the Specification
9	Escorting	Escorting requests shall be met in accordance with the specification
10	Customer Satisfaction	The Supplier shall measure the level of customer satisfaction as set out in the Specification

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

Stage	Successful
Selection	<ul style="list-style-type: none"> BAM FM Ltd Bouygues E&S Solutions Ltd CBRE Managed Services Ltd Kier Services Ltd Mears Limited
Invitation to Tender	<ul style="list-style-type: none"> Mears Limited

Please be advised that we are unable to provide the details of the unsuccessful bidders. This information is exempt under section 43 (commercial interests) of the Freedom of Information Act (FOIA), as the information would be likely to prejudice the commercial interests. KMPT has considered the public interest in disclosing this information and has determined that the prejudice arising from disclosure outweighs the benefit to the public; It has determined that disclosure could result in a competitive disadvantage to the supplier, could damage the supplier's and the Trust's commercial interests and could damage the Trust's financial interests.

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

£2,630,331.10 inclusive of VAT

- Start date & duration of framework/contract?

This information is already published, please find link below -

[KMPT & KCHFT - Hard Facilities Management Services - Find a Tender \(find-tender.service.gov.uk\)](https://find-tender.service.gov.uk/KMPT%20%26%20KCHFT%20-%20Hard%20Facilities%20Management%20Services)

- Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

Please see attached specification.

- Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?

This information is already published, please find link below -

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- Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?

No

- Who is the senior officer (outside of procurement) responsible for this contract?

Head of Estates Operations

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of
The Information Governance Department