

**Information Governance Department**

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Web: [www.wwl.nhs.uk](http://www.wwl.nhs.uk)

Ref: FOI/2022/8771

Date Received: 23<sup>rd</sup> March 2023

Response Due: 24<sup>th</sup> April 2023

Date: 4<sup>th</sup> April 2023

Dear Sir/Madam

You asked:

**Please can you provide the following service and maintenance contract information with regards to 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). Can this be sent over via email once available:**

- 1. Contract Description: Please provide me with a brief description of the overall service provided under this contract.**
- 2. Contract Type: Comprehensive, Semi Comprehensive including call outs, Basic Service Only.**
- 3. Existing Supplier: If there is more than one supplier, please split each contract up individually.**
- 4. Annual Average Spend: The annual average spends for this contract and please provide the average spend over the past 3 years for each provider**
- 5. 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).**
- 6. Number of sites with the above-mentioned solutions.**
- 7. Contract Duration: please include any extension periods.**
- 8. Contract Expiry Date: Please provide me with the day/month/year.**
- 9. Contract Review Date: Please provide me with the day/month/year.**
- 10. 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.**

11. **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.**
12. **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).**
13. **Maintenance then can you please split each contract up individually for each provider?**
14. **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)**

For the trust to answer this question based on only one system will take approximately 30 minutes to 1 hour. As the request is asking for all systems in at least seven areas, some of which have more than one system this would take longer than the timeframe permitted for an FOI please find the refusal response below.

**Refusal Notice for question(s)** - The information that you have requested is exempt under Section 12 of the Freedom of Information Act because it will take more than 18 hours to retrieve and extract the relevant information.

12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit. Regulation 4(3) of the Fees Regulations states that a public authority can only take into account the costs it reasonably expects to incur in carrying out the following permitted activities in complying with the request:

- determining whether the information is held;
- locating the information, or a document containing it;
- retrieving the information, or a document containing it; and
- extracting the information from a document containing it.

All public authorities should calculate the time spent on the permitted activities at the flat rate of £25 per person, per hour.

This means that the appropriate limit will be exceeded if it would require more than 18 hours work for all public authorities.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 28 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Tabitha Gardner,  
Chief Finance Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Helpline number: 0303 123 111