

13/02/2023

Dear Requester,

**FOI 1984**

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

I would like the organisation to review my freedom of information request below, that’s focused around contract data for services around facilities management.

1. *Office and building cleaning – Service contract that is focused around office, commercial and building cleaning services.*
2. *Food – Service contract that is focused around catering services.*
3. *Lift service and maintenance – Service contract for lift service and maintenance.*
4. *General waste services contracts – The organisation’s primary general waste service contract.*
5. *Laundry services where clothes and linen can be washed and ironed.*

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| **Details on the 3 points above** | **L&D** | **Bedford** |
| 1. Supplier/Provider of the services | Office and Building Cleaning and Food - ISS  Lift- Rubax  Waste- Cawleys through Tradebe  Laundry-Synergy Linen | Office and Building Cleaning and Food – In-house  Lift- Rubax Lifts Ltd  Waste-Cawleys through Tradebe  Laundry- Elis |
| 1. Total Annual Spend – The spend should only relate to each of the service contracts listed above | Office and Building Cleaning –£6,683,618  Food –£1,853,997  Lift- Both Sites - £151,984  Waste- Both sites- £899,380  Laundry- Synergy- £1,613,660 | Office and Building Cleaning –£3,083,980  Food –£1,529,401  Laundry- Elis UK- £654, 141 |
| 1. A description of the services provided under this contract please includes information if other services are included under the same contract | Office and Building Cleaning and Food – This is part of Cleaning ,Catering and INTERNAL waste services contract  Lift- Servicing and repair of various passenger and goods lifts  Waste - Total waste is managed by Tradebe who subcontract to Cawleys for non- clinical waste  Laundry- All Linen and laundry services and supply of associated consumables (Synergy) | Lift-Servicing and repair of various passenger and goods lifts  Waste- The contract is for a full managed service which includes all waste streams  Laundry- Fully Managed Linen Services Contract and includes hire of linen, provision of Disposable curtains, top up services to wards and departments. |
| 1. The number of sites the contract covers | 1 site | 1 site |
| 1. The start date of the contract | Office and Building Cleaning and Food– November 2020  Lift- April 2019  Waste-1st Feb 2018  Laundry- 11th June 2018 | Lift-29/07/2019  Waste-The Contract commenced 1st February 2018  Laundry- 1st October 2018 |
| 1. The end date of the contract | Office and Building Cleaning and Food – November 2027 (plus 2 years ext)  Lift- 2018  Waste- 31st Jan 2023  Laundry- 31st May 2022 | Lift-28/07/2022  Waste-31st January 2023  Laundry- 1st October 2022 |
| 1. The duration of the contract, please include information on any extensions period.5 | Office and Building Cleaning and Food- (7yrs plus 2yrs)  Lift- 3 years plus 1 plus 1  Waste-5 years plus 2  Laundry- 5 years plus 2 | Lift-1 year +2 years extension (3 years total)  Waste-5 year’s duration. The Trust may exercise its right to extend this agreement on a rolling 24 month basis for a maximum of Four (4) years beyond the Primary Period  Laundry- Contract can be extended but the Term of the contract  shall be no longer than 6 years |
| 1. Who within the organisation is responsible for each of these contracts? name, Job Title, contact number and email address | Office and Building Cleaning and Food– The Assistant Director of Estates and Facilities.  Lift- Estates Electrical Officer  Waste & Laundry-  The Assistant Director of Facilities | Lift- The Engineering Officer  Waste-Director of Support Services  Laundry- Head of Operational –Services |

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF [www.ico.org.uk](http://www.ico.org.uk/)

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust