

## Freedom of Information request 553-23

---

### Request

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)
- Care Comms/Nurse Call (Care Communications)

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) maintenance then can you please split each contract up individually for each provider?

13. If the contract is 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)

## Response

Please see attached response from NHS Borders:



FOI 553-23 Response  
Data.xlsx

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk).

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **553-23** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.