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Not applicable

## **Provision of Soft Facilities Management (FM) Services**

Surrey and Borders Partnership NHS Foundation Trust

F14: Notice for changes or additional information

Notice identifier: 2022/S 000-021186

Procurement identifier (OCID): ocds-h6vhtk-03379f

Published 2 August 2022, 7:20pm

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

Surrey and Borders Partnership NHS Foundation Trust

18 Mole Business Park

Leatherhead

KT22 7AD

#### **Contact**

Darren Strachan

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+44 3005555222

#### **Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<http://www.sabp.nhs.uk/>

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Provision of Soft Facilities Management (FM) Services

Reference number

SABP-00099

**II.1.2) Main CPV code**

- 79993100 - Facilities management services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Surrey and Borders Partnership NHS Foundation Trust (the "Authority") is issuing this Invitation to Tender ("ITT") in connection with the competitive procurement of Soft Facilities Management (Soft FM) Services.

The procurement is a further competition under the NHS LPP Total Facilities Management Framework Lot 3: Fully Manages Services for Soft Facilities Management Services - Reference number: LPP/2021/005.

The Authority has a requirement for a single Soft Facilities Management (FM) partner to provide services across its portfolio covering:

- Cleaning
- Window cleaning
- Pest control
- Patient feeding
- Linen and laundry provision
- Contract Management
- Helpdesk
- Hospitality
- Porterage including post and mail services

The proposed launch date of this procurement is Monday, 8th August 2022.

Should you require any further information, please kindly contact Darren Strachan at [darren.strachan@sabp.nhs.uk](mailto:darren.strachan@sabp.nhs.uk).

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## **Section VI. Complementary information**

### **VI.6) Original notice reference**

Notice number: [2022/S 000-012545](#)

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## Section VII. Changes

### VII.1.2) Text to be corrected in the original notice

Section number

II.1.4)

Instead of

Text

Surrey and Borders Partnership NHS Foundation Trust will shortly be tendering for Soft FM services with contracted provision scheduled to begin on 1st April 2023. To this end, we wish to engage the market to ensure a robust procurement process is established. We are interested in hearing thoughts of experienced soft FM provision providers on aspects to consider during our tender process. In particular, points of interest would be:

What KPIs currently used with customers have been effective in enhancing the partnership and driving performance improvements and efficiencies?

What's going right and what's going wrong with current NHS contracts – what insight from “lessons learnt” could you bring to SABP to enhance service provision? What are we potentially missing as part of proposed service delivery expectations? What would be the optimum contract duration to ensure both suitable return on investment and a platform to build a productive, viable partnership?

What format of a commercial schedule would best reflect quoting for services required?

How do soft FM service contracts in different sectors or the private sector differ to that of traditional NHS Soft FM contracts that may be useful to consider? This could be about any element of the contract, for example: risk, service delivery, duration, performance mechanisms etc.

What new technology is available to enhance service delivery?

What visions or ideas do you have to promote innovative service to the Trust?

What's different/new in the industry that can be utilised for the benefit of the Trust?

What incentives are in place, or can be provided, to staff on the ground?

Could you give an idea of how Social Value and Sustainability objectives could be supported through contract delivery? What would “success” look like?

Please submit your response to the above by emailing [Darren.strachan@sabp.nhs.uk](mailto:Darren.strachan@sabp.nhs.uk).

We look forward to hearing from you at your earliest convenience and, preferably, by Friday 3rd June 2022.

Read

Text

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