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Planning

Provision of Soft Facilities Management (Soft FM) Services

James Paget University Hospitals NHS Foundation Trust

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-038108

Procurement identifier (OCID): ocds-h6vhtk-055ada

Published 8 July 2025, 10:14am

Scope

Reference

C374564

Description

The James Paget University Hospitals NHS Foundation Trust is a 500-bed (approx.) acute hospital serving 250,000 people in Norfolk and Suffolk. The Trust aims to improve efficiency and quality by engaging a specialist provider (or providers) for soft FM services. This RFI (Request for Information) is soliciting information from experienced FM suppliers on how they would deliver these services under contract, with an emphasis on cost savings, high service quality, and innovation. The Trust intends to act quickly – aiming to award a contract within six months of this RFI issuance – to ensure uninterrupted service delivery and rapid realisation of savings. Respondents should describe how they would organise and manage all the soft FM services listed below, tailored to the James Paget Hospital (approximately 500 in-patient beds, 24/7 emergency services) 1. Cleaning and Housekeeping: Daily ward and department cleaning; deep/terminal cleans of wards, rooms and theatres; hygiene and infection-control cleaning (floors, surfaces, restrooms);

public?area cleaning (lobbies, corridors); decontamination room cleaning; outbreak response cleaning. Office spaces cleaning. 2. Patient, Staff and Visitor Catering: Nutritional meal preparation and delivery for patients (including special diets); staff dining and cafeteria services; visitor and retail catering outlets (cafés, coffee shops, vending machines); ward hostess, hydration rounds and bedside meal ordering systems; catering management and menu planning. 3. Portering: Patient portering (bed moves, escort services, and couriering samples); internal logistics (moving equipment, stores and linen to wards); mortuary support (transfer of bodies); mail and specimen collection; patient discharge escorts. Supporting with fire alarms and operational incidents. 4. Security and Access Control: Consisting of security guards and patrols (24/7); CCTV and alarm monitoring; controlled entry/exit screening; security lockouts; ward security and enhanced security for disruptive patients to support clinical staff, 1-1 and mental health support (e.g. for paediatric or psychiatric units); lone-worker alarms. Assist and support with operational incidents and fire or other necessary evacuations. 5. Window Cleaning and Exterior Cleaning: Regular interior and exterior window washing; facade and canopy cleaning; cleaning of external seating or smoking. 6. Switchboard Services; Telephone switchboard/helpline for public and staff. 7. Post Room and Mail Handling: Sorting and delivery of incoming and outgoing mail, packages and pathology specimens. Further details are included in the RFI document available here:

<https://atamis-1928.my.site.com/s/Welcome>

Total value (estimated)

- £45,000,000 excluding VAT
- £54,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 February 2026 to 31 January 2030
- Possible extension to 31 January 2033
- 7 years

Main procurement category

Services

CPV classifications

- 79993100 - Facilities management services

Contract locations

- UKH15 - Norwich and East Norfolk

Engagement

Engagement deadline

25 July 2025

Engagement process description

Please respond to the Request for Information (Ref: C374564) which can be accessed via Atamis at the link below: <https://atamis-1928.my.site.com/s/Welcome>

Submission

Publication date of tender notice (estimated)

1 October 2025

Contracting authority

James Paget University Hospitals NHS Foundation Trust

- Public Procurement Organisation Number: PHCJ-6961-YPQN

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Great Yarmouth

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Contact name: Julie Averies

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Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - central government