**Workplace Services (FM Phase 2) Customer Guidance**

**(RM6089) Buyers guide and ordering procedure**

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**Crown Commercial Service (CCS) is an executive agency of the Cabinet Office which supports the public sector to achieve maximum commercial value when procuring common goods and services.**

This framework has been developed to meet our buyers’ Facilities Management (FM) requirements by providing the best route to market. It has been designed to provide the right structure for buyers with a variety of suppliers and services, whilst ensuring unrivalled ‘value for money’ for public sector organisations.

**1. Workplace Services (FM Phase 2) Contract Overview**

The FM framework provides access to Security, Housing Management and Maintenance Services. The framework also provides access to specialist Defence FM and Housing Services, for Defence customers only. Lots 1a, 1b (Security) and 2c (Housing Maintenance and Management) are suitable for all public sector, Devolved Administrations and third party entities including; Schools, Hospitals, Local Authorities, Charities and Central Government departments.

Lot 2a, 2b (Defence specific Housing lots) and 3 (Defence FM) are part of the phased Future Defence Infrastructure Services Programme (FDIS). FDIS covers all sites and establishments on the UK Defence estate, except those with long-term contracts already in place (e.g. Main Building PFI, naval base contracts, etc).  For more information as to who can access this framework please refer to the [contract notice.](https://ted.europa.eu/udl?uri=TED:NOTICE:405936-2018:TEXT:EN:HTML:%20%20)

Lot 1 of the Workplace Services (FM Phase 2) Framework (RM6089) commenced on 25 January 2019 and will expire on 24 January 2021. Lot 2 and 3 commenced on 5 March 2019 and will expire on 4 March 2021. The framework is awarded for 2 years with an option to extend for 2 x 1 years. Call-Off Contracts can be let for an initial period of up to seven years (with a maximum Contract Period of 10 years inclusive of all Call-Off Optional Extension Periods and Mobilisation Period).

**2. Benefits**

Free, fast and simple to use:

* Free​: No charge to buyers to use the framework agreement;
* Fast: ​The framework provides a streamlined route for all buyers to access a comprehensive range of external suppliers through a further competition process. ​Further competitions can take a minimum of 8 weeks to conduct, however this depends on the size and scale of the requirement;
* Simple Call-Off Contract Terms: ​Buyers can select the CCS schedules they wish to use to reflect their requirements. There is a simple bid pack to use to help communicate the requirement;
* Flexibility:​ The framework has been designed to cater for a wide range of buyers. The lot structures and ability to tailor further competitions will ensure this supports buyers own delivery considerations such as SME’s and buyers own social value priorities;
* Social value: Buyers can request suppliers tailor their offer to match the buyer’s social value priorities to deliver measurable benefits in the buyer’s area helping to achieve an efficient and sustainable public estate, a public estate supporting diversity and inclusion and improved competency and capacity in the FM sector;
* Compliant: Compliance with the Public Contracts Regulations 2015; and
* Competitive: benchmarked prices that provides value for money and commercial benefits.

**3. What services are available**

There are 15 service areas covered, which are referred to as ‘work packages’.

Each supplier on the framework agreement can provide the mandatory core services within each work package.

See details below for list of work packages:

Lot 1a: Security Services

* + - * Work Package A – Contract Management
			* Work Package B – Contract Mobilisation
			* Work Package C – Security Services
			* Work Package D – Technical Security
			* Work Package E – Alarmed Response Centre
			* Work Package F – Helpdesk Services
			* Work Package G – Management of Billable Works
			* Work Package H – Building information Modelling ("BIM") and Government

 Soft Landings ("GSL")

Lot 1b: Technical Security

* + - * Work Package A – Contract Management;
			* Work Package B – Contract Mobilisation;
			* Work Package C – Risk Assessment
			* Work Package D – Electronic Security Systems
			* Work Package E – Physical Security Systems
			* Work Package F – Maintenance of Security Systems
			* Work Package G – Alarm Response Centre
			* Work Package H – Management of Billable Works.
			* Work Package I Business Information Modelling (BIM) and Government Soft Landings (GSL)

Lot 2a: Defence Housing Management Services (National)

* Work Package A – Contract Management
* Work Package B – Contract Mobilisation
* Work Package C – Statutory Obligations
* Work Package D – Management Information System (MIS)
* Work Package E – Management of Billable Works and Additional Services
* Work Package F – Accommodation Occupation and Property Management

Lot 2b: Defence Housing Maintenance Services Regional

* Work Package A – Contract Management
* Work Package B – Contract Mobilisation
* Work Package C – Maintenance Services
* Work Package D – Horticultural Services
* Work Package E – Statutory Obligations
* Work Package F – Computer Aided Facility Management (CAFM)
* Work Package G – Property Maintenance Support Desk Services
* Work Package H – Management of Billable Works and Additional Services
* Work Package I – Property Management
* Work Package J – Accommodation Management

Lot 2c:

* Work Package A – Contract Management
* Work Package B – Contract Mobilisation
* Work Package C – Maintenance Services
* Work Package D – Statutory Services
* Work Package E – Miscellaneous Services
* Work Package F – Vacant / Void Property Maintenance Service
* Work Package G – Management of Billable Works and Projects
* Work Package H – CAFM System
* Work Package I – Helpdesk Services

Lot 3

* Work Package A – Contract Management;
* Work Package B – Contract Mobilisation;
* Work Package C – Maintenance Services;
* Work Package D – Horticultural Services;
* Work Package E – Statutory Obligations;
* Work Package F – Catering Services;
* Work Package G – Cleaning Services;
* Work Package H – Workplace FM Services;
* Work Package I – Reception Services;
* Work Package J – Security Services;
* Work Package K – Waste Services;
* Work Package L – Miscellaneous FM Services;
* Work Package M – CAFM;
* Work Package N – Helpdesk Services;
* Work Package O – Management of Billable Works.

There are also a number of non-mandatory services within the work packages 1a, 1b and 2c. Suppliers have identified which of these they can provide.

Framework Schedules 1a – 1f (Specification) provides detail on the full scope of services available under this agreement.

**4. Framework Prices**

Framework prices established at framework tender stage will be used as the basis for charges of mandatory services. These are the maximum prices a supplier can charge for mandatory services, however these prices could be improved on at further competition. Non Mandatory Services will only be priced at Further Competition stage.

Framework Prices are accessible by specific request from info@crowncommercial.gov.uk.

**5. Suppliers**

For Lot 1a, 1b and 2c, Suppliers geographical coverage is classified by NUTS 2 regions that will provide buyers with competition and national coverage.

For Lot 2a, 2b and Lot 3 Suppliers are able to provide regional and national coverage.

There may also be limited opportunities for suppliers to provide international coverage for buyers procuring UK services abroad.

Over 30% of the suppliers on RM6089 are SME’s.

Please see below for a list of suppliers and their respective lots:

| **Supplier** | **1a** | **1b** | **2a** | **2b** | **2c** | **3** |
| --- | --- | --- | --- | --- | --- | --- |
| Amey |   |   | X | X |   | X |
| APCOA Parking | X |   |   |   |   |   |
| Atec Security Limited |   | X |   |   |   |   |
| Bell Decorating Group Limited |   |   |   | R | X |   |
| Carlisle Support Services Ltd | X |   |   |   |   |   |
| CIS Security Ltd | X |   |   |   |   |   |
| ClearView Communications |   | X |   |   |   |   |
| Corps Security (UK) Ltd | X |   |   |   |   |   |
| Diamond Facilities Support Limited |   | X |   |   |   |   |
| Ecolog International FZE |   |   |   |   |   | R |
| EFT Systems Ltd |   | X |   |   |   |   |
| ENGIE Regeneration |   |   |   |   | X |   |
| Esotec Limited |   | X |   |   |   |   |
| Fortem Solutions Limited |   |   |   | X |   |   |
| G4S Secure Solutions (UK) Limited | X | X |   |   |   |   |
| Graham Asset Management Ltd |   |   |   | X |   | X |
| ICTS UK Limited | X | X |   |   |   |   |
| Interserve (Facilities Management) Ltd |   |   |   |   |   | R |
| **Supplier** | **1a** | **1b** | **2a** | **2b** | **2c** | **3** |
| ISS Facility Services Limited | X |   |   |   |   |   |
| Kellogg Brown & Root Limited |   |   |   |   |   | X |
| Keys4U |   | X |   |   |   |   |
| Kier Services Ltd |   |   |   | R\* |   |   |
| Kingdom Services Group Ltd | X |   |   |   |   |   |
| Mears Limited |   |   | X | R | X |   |
| Mi-space (UK) Ltd |   |   |   | R |   |   |
| Mitie Limited | X | X |   |   |   | X |
| Morgan Sindall Property Services |   |   |   | X |   |   |
| North Midland Construction PLC |   | X |   |   |   |   |
| Pinnacle Group |   |   | X |   |   |   |
| Profile Security Services Limited | X |   |   |   |   |   |
| Quadrant Security Group |   | X |   |   |   |   |
| Reliance High-Tech Ltd |   | X |   |   |   |   |
| Security Services Group |   | X |   |   |   |   |
| Serco Limited ( ENGIE -Serco) |   |   |   | X |   | X |
| Servest Group Ltd | X | X |   |   |   |   |
| SES (Engineering Service) Ltd |   |   |   |   |   | R |
| Systematic Security LTD | X |   |   |   |   |   |
| Tensor PLC |   | X |   |   |   |   |
| **Supplier** | **1a** | **1b** | **2a** | **2b** | **2c** | **3** |
| Tremorfa |   | X |   |   |   |   |
| Universal Security Systems Ltd |   | X |   |   |   |   |
| VINCI Construction UK Limited trading as VINCI Facilities |   |   |   |   |   | X |
| Volkerstevin Ltd (Volker Turner)  |   |   |   |   |   | R |
| Wates Construction Limited T/A Wates Living Space |   |   |   | X | X |   |

\*R – denotes Reserve List Supplier

**6. How to Access the Agreement – Lot 1a, 1b and 2c - Next Steps**

* Buyers who wish to access the Lot 1a, 1b and 2c agreement will do so using either the online platform (once available) or the current interim offline process.
* Both the online and offline process will follow the same principles from **Framework Schedule 7 (Lot 1a, 1b, 2c) - Call off Procedure and Award Criteria**
* A schedule of rates can be obtained on request via info@crowncommercial.gov.uk.
* The first step is for a Buyer to complete and return a[**Customer User Agreement (CUA)**](https://www.crowncommercial.gov.uk/agreements/RM6089) to info@crowncommercial.gov.uk
* Once this is completed and returned Buyers will be provided with a unique reference number that must be used on all subsequent documentation with CCS and suppliers.
* The buyer will provide detail of “**Buyer Inputs**” in the CUA. These inputs will be run through an offline supplier selector tool, which will identify a shortlisted group of suppliers that are able to meet all Buyer requirements in the correct geographical locations.
* Buyer inputs provided in the CUA will help to create a “**Supplier Brief".** This provides Suppliers with an overview of the upcoming opportunity. This is used to communicate to the suppliers details of the Buyers needs, and allows shortlisted suppliers to make an initial decision on whether they wish to proceed to the next stage.
* Once you reach this point there are additional documents (Bid Pack, and Order Form) that will help you to conduct your Further Competition along with step by step guidance.
* You then must provide CCS with a written confirmation of award details once the contract is in place. A template is available in the documents section of the website. This must be returned to info@crowncommercial.gov.uk.
* If you would like more information on the further competition process please contact one of the team to discuss

**7. Customer User Agreement - How to complete (Lot 1a, 1b and 2c)**

To fully complete a Customer User Agreement you will need to provide a number of Buyer inputs that will allow us to run your details through the supplier selector tool.

* **Buyers inputs include:**
	+ Services required;
		- If the requirement is a standard service with no adjustments; and/or
		- If the requirement is a tailored service specific to individual needs
	+ Geographical location of where services are required;
	+ Buyer Information (organisation, Building Types, Special Requirements);
	+ Optional Schedules selected;
	+ Contract Period;
	+ Estimated Award Date;
	+ Length of Mobilisation Period ; and
	+ If an Inclusive Repair Threshold value is applicable

**8. How to access Lot 2a, 2b and Lot 3**

Buyers can access via an offline process that will follow the same principles from **Framework Schedule 7 (Lot 2a, 2b and 2c) - Call off Procedure and Award Criteria.**

* The first step is for a Buyer to complete and return a[**Customer User Agreement (CUA)**](https://www.crowncommercial.gov.uk/agreements/RM6089) to info@crowncommercial.gov.uk
* Once this is completed and returned Buyers will be provided with a unique reference number that must be used on all subsequent documentation with CCS and suppliers.
* There are additional documents (Bid Pack, and Order Form) that will help you to conduct your Further Competition along with step by step guidance.
* You then must provide CCS with a written confirmation of award details once the contract is in place. A template is available in the documents section of the website. This must be returned to info@crowncommercial.gov.uk.

**9.What is a Further Competition?**

* A further competition is when the identified shortlisted suppliers who can meet a Buyer’s requirements compete against each other for the Buyer’s requirements.
* Buyer inputs provided in the CUA will help to create a “**Supplier Brief"** (for Lots 1a, 1b and 2c only)**.** This is used to communicate to the suppliers details of the Buyer’s needs, and allows shortlisted suppliers to make an initial decision on whether they wish to proceed to the next stage (. **Important Note**: If your requirements change (whether the services required or the number of buildings increases or decreases) between receiving the list of capable Suppliers from CCS and releasing your tender, you must inform CCS as Supplier down-selection **must** be carried out again to ensure all eligible Suppliers are invited to tender)
* Suppliers who wish to progress to the next stage are then invited to the further competition
* Both price and quality is tested in the further competition.
* Benefits of a further competition are:
	+ it enables supplementary terms and conditions to be incorporated into the call-off (to the extent permitted by the Procurement Contract Regulations 2015 <https://www.gov.uk/guidance/public-sector-procurement-policy>);
	+ it enables a competitive environment for pricing and reduction on supplier's maximum framework rate;
	+ it allows Buyers to be specific on the terms and conditions they chose for their contract; and
	+ it enables Buyers specific social value requirements to be addressed and incorporated as KPIs.
* Buyers can also chose to compete price through using an Electronic Reverse Auction. Please contact the team on eauctions@crowncommercial.gov.uk should you wish to find out more about this option.
* The full award criteria can be found in the relevant Framework Schedule 7:

Framework Schedule 7 – Call Off Procedure and Award Criteria, (1a, 1b and 2c) Part 2; Annex B; or

Framework Schedule 7 – Call Off Procedure and Award Criteria, (2a, 2b and 3) Part 2; Annex B

* If you would like more information on the further competition process please contact one of the team to discuss

**10. Estates information**

Buyers are required to provide their estate information to build their Supplier Brief and subsequent tender documentation, to enable a price to be established. If you need help understanding your assets and estate, CCS have an [Estates Professional Services framework agreement (RM3816)](https://ccs-agreements.cabinetoffice.gov.uk/contracts/rm3816) that provides services in Lot 4 that could assist you in gaining this information.

**11. Terms and conditions**

**The Call Off Contract**

The Call Off Contract is an agreement between the buyer and supplier and governs the purchase and delivery of the services. It is entered into once the order has been placed (i.e. at the end of a Further Competition). The Call Off Contract will be created using CCS standard Terms and Conditions.

**12 Cabinet Office Controls**

Central Government customers under Cabinet Office Spending Controls (including Arms Length Bodies) are required to adhere to the Cabinet Office Spending Controls processes when buying common goods and services. One of the categories within controls scope is Consultancy and Facilities Management. Therefore, please refer to the guidance via the attached link to find out whether your procurement requires pre-approval via the controls process. <https://www.gov.uk/government/publications/cabinet-office-controls>

**13. Contact Details**

**Help and advice**

If you would like help deciding which service or buying option will best meet your specific needs please get in touch with our category experts via our [contact form](https://ccsheretohelp.uk/contact/?type=build).

* Alternatively, you can give us a call on 0345 410 2222

You can also visit our website to learn more about our full range of commercial deals and latest offers.

Stay up to date with our latest updates by following us on social media:

[@gov\_procurement](https://twitter.com/gov_procurement)

 [Crown Commercial Service](https://www.linkedin.com/company/government-procurement-service/)