

# How to utilise the Estates Professional Services framework (RM3816)



Crown  
Commercial  
Service

# Estates Professional Services RM3816

Estates Professional Services (EPS) provides access to services relating directly to both existing and new Assets or Land.

Our aim is to support customers in managing their full estates strategy requirements.

The services commence at the planning phase and then focus on the ongoing management of estate operation, through to disposal.

Support services can include: Early Planning and Design Support, Vertical Real Estate, General Property Management and Ongoing Property Advice.

# Who uses EPS's Commercial Agreements?



Government  
Departments



Emergency  
Services



Health



Charities / 3rd Sector



Education



Devolved  
Administrations



Local  
Government



Housing Associations

# First steps when utilising EPS framework

First of all, familiarise yourself with the RM3816 webpage. This gives an overview about what the framework is about, the lotting structure, how to access the benefits and a background to the framework.

Its also includes a documents tab where you will find all relevant documents you will need in relation to RM3816, including:

- RM3816 Framework Agreement
- RM3816 Scope of services table and descriptions
- Customer Further Competition & Direct Award templates
- Customer User Agreement

<https://www.crowncommercial.gov.uk/agreements/RM3816>

# What Lot should you use and completing a CUA

Depending on your requirements and your project, the customer makes the decision on which Lot to access - whether to take the National, Regional, VRE or Managed Service route.

CCS can provide advice and guidance when necessary but we do not influence this decision, as it is down to the customer and their internal strategy and requirements.

Which ever route the customer takes, a Customer User Agreement (CUA) must be completed.

This is then returned to CCS by the customer and they will be assigned with a Unique Reference Number (URN). This can then be given to the supply base when engaging with them.

It also enables CCS to track delivery of specific projects.

# Completing a CUA for the EPS framework

These must be completed for each individual project and emailed back to CCS at [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk)

Contact Details				
Contracting authority				
Contact name				
Contact number				
Contact email address				
Customer Call Off Requirements				
Nature of service requirement				
Framework agreement - Lot	1	2	3	4
Further competition/direct award				
Supplier(s) invited (if known)				
Value of call-off (if known)				
Planned commencement date				
Anticipated completion date (if known)				
Call-off contract to be used				

Upon receipt of the completed form you will be provided with a Customer User Agreement Reference Number. This should be quoted in your documentation when placing an order through the framework with your service provider(s). This should also be quoted to CCS when discussing the Call Off in question.

*Customer User Agreement - Reference Number	
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\*to be completed by Crown Commercial Service

Web link to CUA form:

<https://assets.crowcommercial.gov.uk/wp-content/uploads/RM3816%20Customer%20user%20agreement%20form.docx>

# Accessing Supplier rates via eSourcing portal

Customers must first register for the eSourcing Portal. Cost models are commercially confidential and can be accessed via the CCS eSourcing Portal:

<https://crowncommercialservice.bravosolution.co.uk/web/login.html>

The below link contains a Customer Guidance document, which will enable you to register on the CCS eSourcing portal, along with some FAQs.

<https://www.gov.uk/government/publications/esourcing-suite-guidance-for-customers>

The rates are uploaded by Lot, then by supplier once they have been downloaded.

# Pricing Model on EPS framework

The EPS framework facilitates the provision of services using pricing methodologies to provide the customer with:

- Flexibility - We have included a number of variables including regional, London specific and property type variables allowing customers to tailor costs to their requirements
- Incentivisation - A number of incentivised pricing methodologies or gain shares have been included to ensure the delivery of value for money for services delivered
- Transparency - Providing transparency in pricing to allow customers to easily understand the methodology and communicate this internally to ensure necessary approval, audit and governance approvals.

# Pricing methodology on EPS framework

- In practice the cost model provides a range of pricing:
- Hourly rate by discipline - ranging from Director to Apprentice
- Percentage fee which has a minimum fee and a capped maximum fee and also Fixed fee's per service
- Initial fixed fee for consultation which will then be discounted from the final percentage fee
- Price variance for London and property type office, residential, retail, industrial or Land
- Incentivised - fees charged on the % saving or % additional income

# Pricing inclusions – What is included in the cost?

- Fees represent the Supplier's maximum fees, based on a national rate and exclude VAT. They are also fixed for the first 2 years of the framework
- Fees are based on the location of the activity and not the Suppliers location and are based on the value range and are not tranche fees
- Suppliers shall offer discount at call off to deliver the most economically advantageous tender
- Fees include expenses, provision of support/office resource, overheads, profits, office expenses, postage, delivery of documents, telephone calls
- Customers can negotiate additional incentivisation with Suppliers to achieve targets, savings or additional income on transaction based estate services. Fees are fixed for the first 2 years of the framework

# Call Off process when using the EPS framework

Customers are eligible to both Direct Award and run a Further Competition on the EPS framework. Below is a general guideline for when deciding:



# Further Competition: Tips and Trips

## Tips:

- Active pre-market engagement.
- Consult the potential bidder pool.
- Engage on scope.
- Quality / Price matrix and record feedback.
- Streamlined tender documentation.
- Dedicated contact point for clarifications.
- Clear timings for key milestones within bid process.
- Clear and consistent scoring methodology, weightings and assessments.
- Ask relevant questions in relation to the project requirements.
- Detailed, timely and credible feedback for both successful and unsuccessful suppliers.

# Further Competition: Tips and Trips (continued)

## Trips:

- Internal stakeholder engagement and sign-offs. Could this add additional time?
- Is the customer using a portal or issuing direct by e-mail? Organise pre-supplier engagement to advise?
- Are there any conflicts to be noted?

# Direct Awarding on the EPS framework

- Understand what services you require from EPS.
- Complete a Customer User Agreement form which can be found under the 'Documents' tab of the RM3816 webpage.
- Email the form to CCS in order to obtain a reference number for your procurement, which should also be provided to the suppliers.
- Choose which Lot is most suitable for the requirement.
- Register to the CCS eSourcing portal via the link:

<https://crowncommercialservice.bravosolution.co.uk/web/login.html>

- Download the rates for the relevant Lot. A step-by-step guide can be found on the webpage under the 'Documents' tab, entitled: 'How to Access the Suppliers Maximum Framework Rates to review'.

## Direct Awarding on EPS (continued)

- Evaluate all suppliers rates in-line with what the requirements are, in order to get an idea of cost - Direct Award cap is £50k.
- Evaluation criteria does not always need to be based on cost – CCS recommend customers liaise with suppliers, to further understand their capacity and lead times.
- Customers must keep a record of their decision making process which shows how the relevant conditions were applied.

(This should illustrate that all capable suppliers were considered each time an award was made and customers will also be expected to disclose this documentation, in the event of a challenge.

It is for each contracting authority to ensure they adhere to their own procurement / commercial governance).

## Direct Awarding on EPS (continued #2)

- Once a supplier has been chosen, the RM3816 Call Off Contract will need to be completed. This can be found on the RM3816 webpage under the 'Documents' tab called: 'RM3816 Estates Professional Services Attachment 5 - Call Off Contract'.

Please note the following advice about how to complete the Call-Off Contract for a Direct Award:

- Customers entering into the Call-Off Contract following a Direct Award, should complete the Template Call-Off Order Form without modification to the Template Call-Off Terms governing the provision of the Services; and by inserting or confirming only those sections which are necessary for the Call-Off Contract to be formed.

## Contact us



[info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk)



[www.crowcommercial.gov.uk/agreements/RM3816](http://www.crowcommercial.gov.uk/agreements/RM3816)



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



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

Email address for customer engagement on the re-letting of the EPS framework:

**[ems-cps@crowcommercial.gov.uk](mailto:ems-cps@crowcommercial.gov.uk)**

