

# Introduction to Estates Professional Services RM3816



Crown  
Commercial  
Service

# Introduction to Estates Professional Services RM3816

Please keep your microphone muted throughout the presentation.

Questions are welcomed throughout the presentation via the chat function.

Any questions asked will be collated and answers will be provided at the end of the presentation.

Slides are available upon request.

# The areas CCS work in

## Buildings

- construction
- utilities & fuels
- workplace

## People

- employee services
- professional services
- workforce

## Technology

- digital future
- network services
- software
- technology products & services

## Corporate Solutions

- contact centres
- financial services
- fleet
- information content management
- marketing, communications & research
- travel

£520m  
savings by  
2019/20

£420m  
savings by  
2019/20

£520m  
savings by  
2019/20

£540m  
savings by  
2019/20

# CCS Buildings Pillar

The CCS Buildings Pillar sets out to support customers throughout the building, operation and management of the Built Asset.

We offer a full lifecycle service for property, construction and infrastructure consultancy projects across all RIBA stages.

Using our extensive knowledge of the market and vast array of suppliers, we aim to deal with contracts in an efficient, effective and compliant manner.

There are two key frameworks customers can access for all of their property and project management needs.

# CCS BUILDINGS

Our full range of services under one roof



Award winning category teams  
Best in class supplier management



High proportion of SMEs  
Social value



Variety in routes to buy  
New innovative solutions



Collaboration and partnerships  
with key stakeholders in the  
industry



We help the public sector buy everything  
from cleaning and catering  
to facilities and furniture



# 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.

# What EPS has to offer



# Benefits of using the EPS framework

CCS support through two teams – Commercial Agreement Managers & a Strategy Team.

Technical and practical knowledge support from CCS colleagues, coupled with assistance in directing customers to the best route to market.

Extensive choice of suppliers and service lots.

Detailed customer guidance and user templates available to customers.

Further CCS support with tailored customer workshops helping throughout the procurement process, sharing knowledge in regards to market engagement.

# Benefits of using the EPS framework

Ability to direct award (up to £50k on RM3816) or run a Further Competition.

Flexibility on call off award weightings (Price vs Quality).

Fixed Framework Rates for a minimum of 2 years as well as maximum framework rates, all INCLUSIVE of travel expenses.

Upskilling and knowledge transfer from Supply chain.

Call Off KPIs – Can be made bespoke to customer needs: Gain share potential, Lead Times, SLAs, Insurance, Security etc...

# Services available on the EPS framework

There are a range of national and regional suppliers broken down into four service (Lots) options. 33% of suppliers on this framework are SME's.

- Lot 1: National Delivery (12 suppliers)
- Lot 2: Regional Delivery (8 panels, 3 – 7 suppliers)
- Lot 3: Vertical Real Estate (5 suppliers)
- Lot 4: Fully Managed FM and Property Service (5 suppliers)

# Lot 1: National Delivery

12 suppliers listed on this Lot.

One stop-shop - All services mandatory (apart from International delivery optional service).

Suppliers should demonstrate national capability either directly or through supply chain partners.

Direct award for tasks up to £50k.

Services outlined are not an exhaustive list and requirements should be discussed with the supply base.

## Lot 2: Regional Delivery

Up to seven selected suppliers in each regional panel.

Suppliers cannot be awarded on both Lot 1 and Lot 2.

The services are divided between mandatory and optional services.

Suppliers should demonstrate regional capability either directly or through supply chain partners.

Direct award for tasks up to £50k.

# Lot 3: Vertical Real Estates

Five selected suppliers.

All Lot 3 services are mandatory.

Suppliers should demonstrate national capability either directly or through supply chain partners.

This Lot provides a range of traditional estates services together with a number of services to develop the digital agenda.

## Lot 3: Vertical Real Estates (continued)

The Supplier shall provide advice, guidance, management and assurance on:

- The leasing of sites that have infrastructure and agreements in place with Infrastructure Providers, Emergency Services Network (ESN) or Mobile Network Operator's (MNO's).
- Sites where the Contracting Authority is the Tenant and VRE infrastructure is proposed or already exists.
- The use of buildings, mast or structure that may be used for antennas, solar panels or other appliances.
- Building masts or structures that may be used for signage, advertising and other purposes, along with all other aspects associated with those services.

# Lot 4: FM & Property Managed Service

Five suppliers.

All Lot 4 services are mandatory.

Suppliers can provide a service should a customer require procurement capability/expertise.

Suppliers should demonstrate national capability either directly or through supply chain partners.

Direct award for tasks up to £50k.

## Lot 4: FM & Property Managed Service (continued)

The Supplier shall provide a full end-to-end managed procurement service for the provision of FM Services for delivery on a national basis.

The Supplier will be expected to consider using any relevant Authority framework agreements, subsequent frameworks and any other public sector framework agreements as specified by the Contracting Authority.

The Supplier may also be requested to run an appropriate procurement acting as the agent of the Contracting Authority.

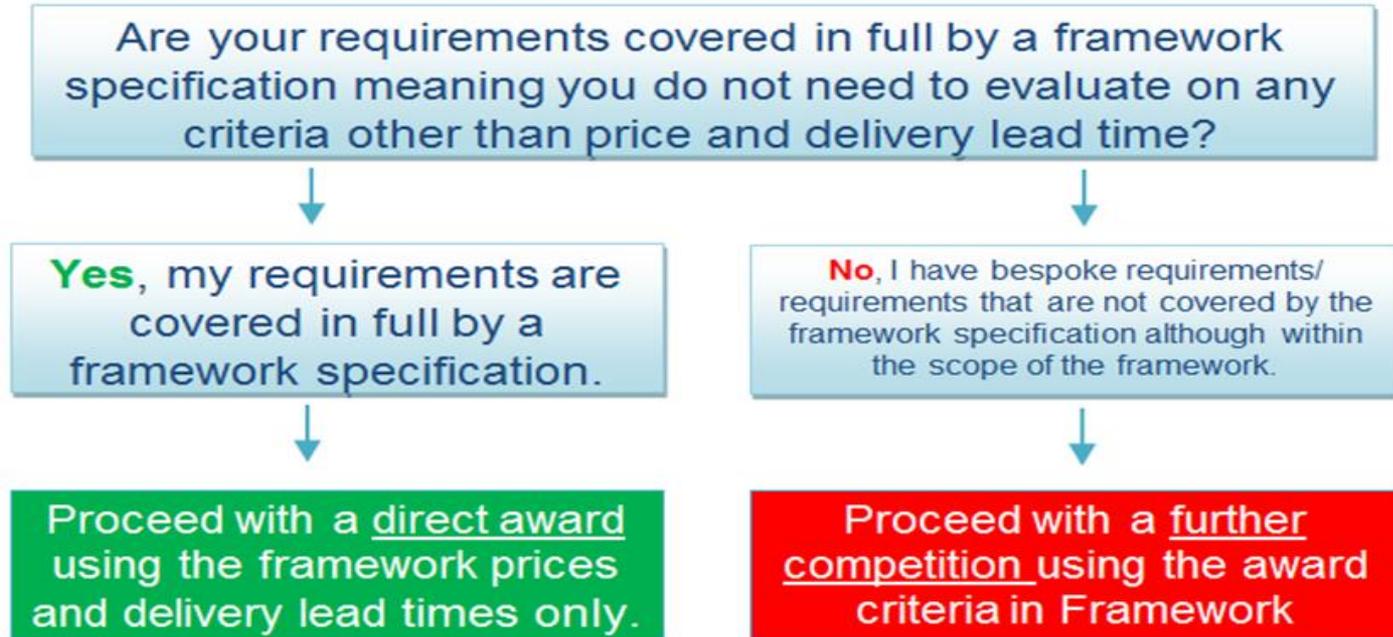
## Lot 4: FM & Property Managed Service (continued #2)

This Lot may also cover a variety of other services, including but not limited to:

- Procurement strategy development including holistic view of property related requirements, as well as procurement and project management advice.
- Managing the procurement process including award recommendation and overseeing the mobilisation process, whilst also offering options analysis.
- Asset verification and condition surveys, compiling asset information, population to the data pack and development of customer business cases.
- Providing Service matrices, cost models, KPI's and ITT documentation.

# 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:



# Accessing further information in relation to Call Off process

All relevant documentation concerning routes to market, can be found under the 'Documents' tab at the following website:

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

The documents available include:

- Customer guidance
- How to Direct Award
- How to Conduct a Further Competition

# Direct Awarding on EPS

- 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.

Request access to the supplier rates from the CCS Customer Service Desk via: [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk)

Please include "RM3816 Rates" in the subject heading.

## Direct Awarding on ESP (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 ESP (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.

# Pricing Methodology on EPS framework

In practice, the cost model provides a range of pricing including:

- Hourly rate by discipline - ranging from Director to Apprentice. There is also a percentage fee which has a minimum fee and a capped maximum fee.
- Fixed fee per service and an initial fixed fee for consultation which will then be discounted from the final percentage fee.
- Incentivised fees charged on % saving or % additional income and also price variance based on geography and property type.
- Rates are fixed for a minimum two year period and cannot be increased, these are the suppliers maximum rates which could be improved further.

# Pricing Methodology on EPS framework (continued)

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

- Flexibility. The variables include: Geographical, 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.
- Transparency. Transparent pricing allows customers to easily understand the methodology and communicate this internally, ensuring necessary audit and governance approvals.

The listed Supplier rates include all aspects of expenses, including Travel.

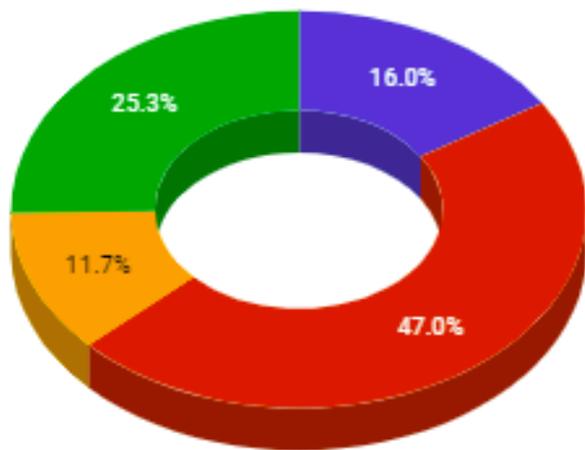


# Breakdown of customers using the EPS framework and how they are using it



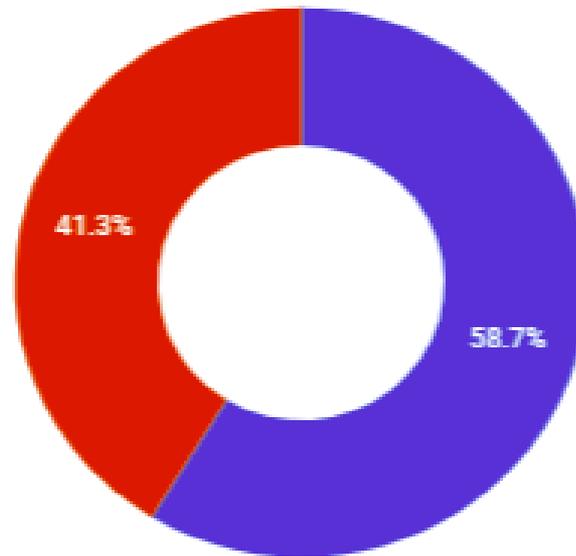
# Breakdown of customers using the EPS framework and how they are using it (continued)

Who is using RM3816 - Number of CUA's



CG LA NHS WPS

Direct award or Further competition?



Direct Award Further Competition

# How to access EPS framework

All relevant framework documentation can be found by accessing the below website:

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

The documents and information available include:

Scope of services table and descriptions

EPS customer brochure

All Suppliers listed on the framework

# Summary of EPS framework

EPS provides access to services relating directly to existing and new Assets or Land, aiding customers to manage 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, but not limited to: Early planning and design support, VRE, General property management and Ongoing property advice.

# Registering for forthcoming webinars

The EPS team will be running monthly webinars which cover the below topics, please be sure to register if you would like to attend:

[www.eventbrite.co.uk/o/ccs-buildings-events-amp-webinars-17517035883](https://www.eventbrite.co.uk/o/ccs-buildings-events-amp-webinars-17517035883)

Next steps covering...pre market engagement / cost models / tendering

Deep Dive on ITT and Tips and Trips for customer approach

## 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)**



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