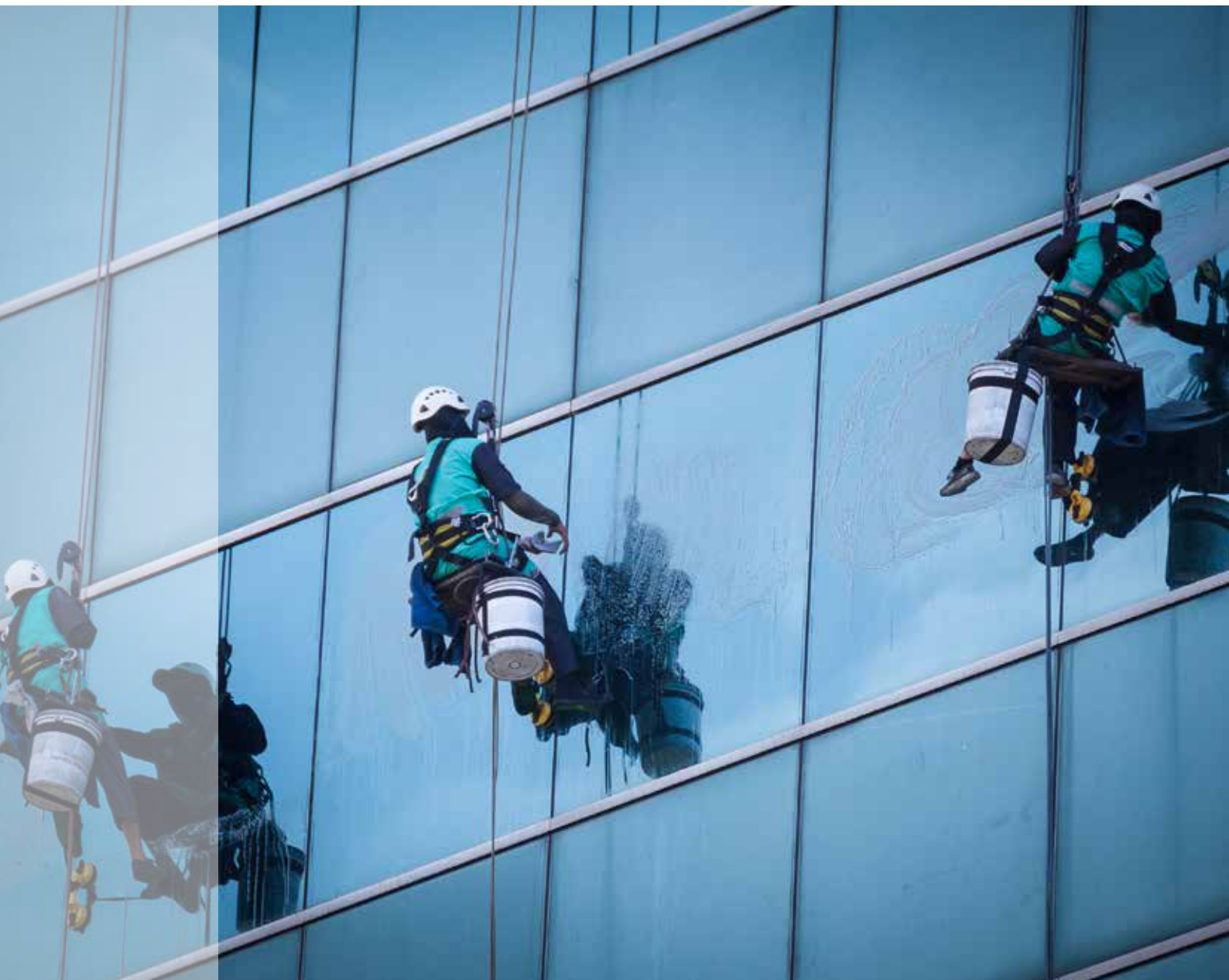




Crown  
Commercial  
Service

# Facilities Management Marketplace Customer Guidance

Buyers guide and ordering procedure (RM3830)



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# 1

## Contract Overview

**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 unrivaled 'value for money' for public sector organisations.

The FM framework provides bespoke bundled FM services suitable for all public sector, Devolved Administrations and third party entities including; Schools, Hospitals, Local Authorities, Charities and Central Government departments. For more information as to who can access this framework please refer to the contract notice.

The Facilities Management Marketplace Framework (RM3830) commenced on 10 July 2018 and will expire on 10 July 2020. 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 agreements.
- **Fast:** The Framework provides a streamlined route for all buyers to access a comprehensive range of external suppliers through a further competition process or direct award. 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 buyers social value priorities to deliver measurable benefits in the buyers area; an efficient and sustainable public estate, a public estate supporting diversity and inclusion, improved competency and capacity in the FM sector.
- **Compliant:** Compliance with the Public Contracts Regulations 2015.
- **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 agreement can provide the mandatory core services within each work package.

See details below for list of work packages:

- Contract Management
- Contract Mobilisation
- Maintenance Services
- Horticultural Services
- Statutory Obligations
- Catering Services
- Cleaning Services
- Workplace FM Services
- Reception Services
- Security Services
- Waste Services
- Miscellaneous FM Services
- Computer Aided Facilities Management (CAFM)
- Helpdesk Services
- Management of Billable Works

There are also a number of non-mandatory services within the work packages. Suppliers have identified which of these they can provide.

Framework Schedule 1 - 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 and direct award stage. Non Mandatory Services will only be priced at Further competition stage.

Framework Prices are accessible by specific request from [info@crownccommercial.gov.uk](mailto:info@crownccommercial.gov.uk).

**Please note** a Confidentiality undertaking must be signed prior to access being granted to schedules of rates.

# 5

## Framework structure

To ensure buyers have access to the right suppliers, the agreement has 1 Lot which is split into 3 sub-categorised lots. Each sub-lot is determined by total contract value.

- **Lot 1a:** Assessed contract value £0M - £7M
- **Lot 1b:** Assessed contract value £7M+ - £50M
- **Lot 1c:** Assessed contract value £50M+

The agreement is designed this way to allow all scales of requirements to be satisfied by the agreement, making it suitable for all public sector organisations to use.

# 6

## Suppliers

Suppliers geographical coverage is classified by NUTS 2 regions, that will provide buyers with competition and national coverage. There may also be limited opportunities for suppliers to provide international coverage for buyers procuring UK services.

Over 20% of the suppliers on RM3830 are SME'

Supplier	Lot 1a	Lot 1b	Lot 1c
Amey Community Ltd		✓	✓
BAM FM Ltd	✓	✓	
Bellrock Facilities Management	✓	✓	
Bouygues Energies & Services FM UK LTD		✓	✓
CBRE	✓	✓	
Compass Contract Services (UK) Ltd	✓	✓	
Crown Flooring Limited	✓		
Ecolog International		✓	✓
EMCOR UK		✓	✓
Emtec Facilities Services	✓	✓	
Engie FM	✓		
Engie Services		✓	✓
FES	✓		
G4S Facilities Management Ltd		✓	✓
Graham Asset Management	✓	✓	
Imtech Inviron	✓		
Integral UK Limited	✓	✓	
Interserve (Facilities Management) Ltd		✓	✓
ISS Facilities Services Ltd			✓
ISS Mediclean Limited	✓	✓	
John Graham Holdings			✓
Keysource Ltd	✓		

Supplier	Lot 1a	Lot 1b	Lot 1c
Kier Workplace Services		✓	✓
Mace Macro		✓	✓
MC Construction Co. Ltd. (MC Facilities Services)	✓		
MEARS		✓	✓
Mitie Facilities Services Ltd		✓	✓
Mitie Technical Facilities Management	✓		
Mountjoy	✓	✓	
NG Bailey Facilities Services	✓	✓	
NOONAN		✓	✓
OCS Group UK Ltd		✓	✓
Pareto Facilities Management Ltd	✓	✓	
Powertest Limited			✓
Robertson Facilities Management Limited	✓	✓	
Rolfe Contracting Limited	✓		
Salisbury Workplace Services Ltd		✓	✓
SCL Managed Services Ltd	✓		
Serco Ltd		✓	✓
Servest Arthur McKay	✓		
Servest Group Ltd		✓	✓
SES (Engineering Services Ltd) - Wates Smartspace FM	✓	✓	
Skanska Construction UK Limited		✓	✓
Smart Solutions (Recruitment ) Ltd	✓		
Sodexo		✓	✓
Space Solutions (Scotland) Limited	✓		
VINCI Construction UK Ltd	✓	✓	

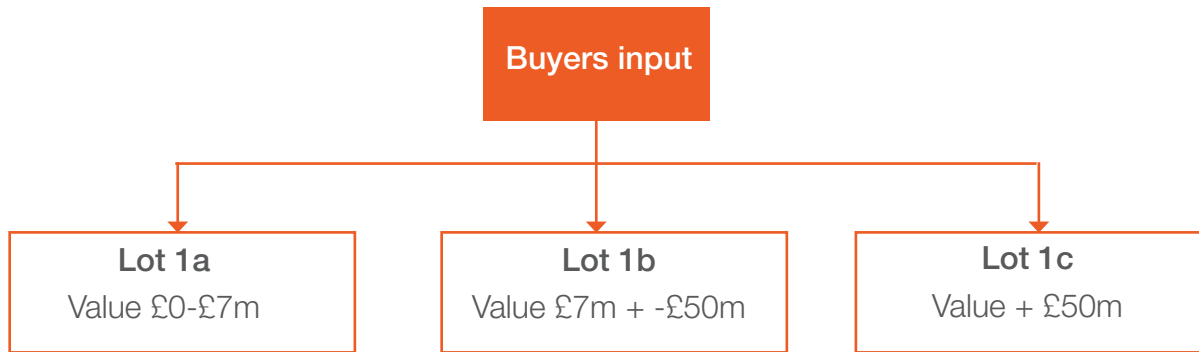


# 7

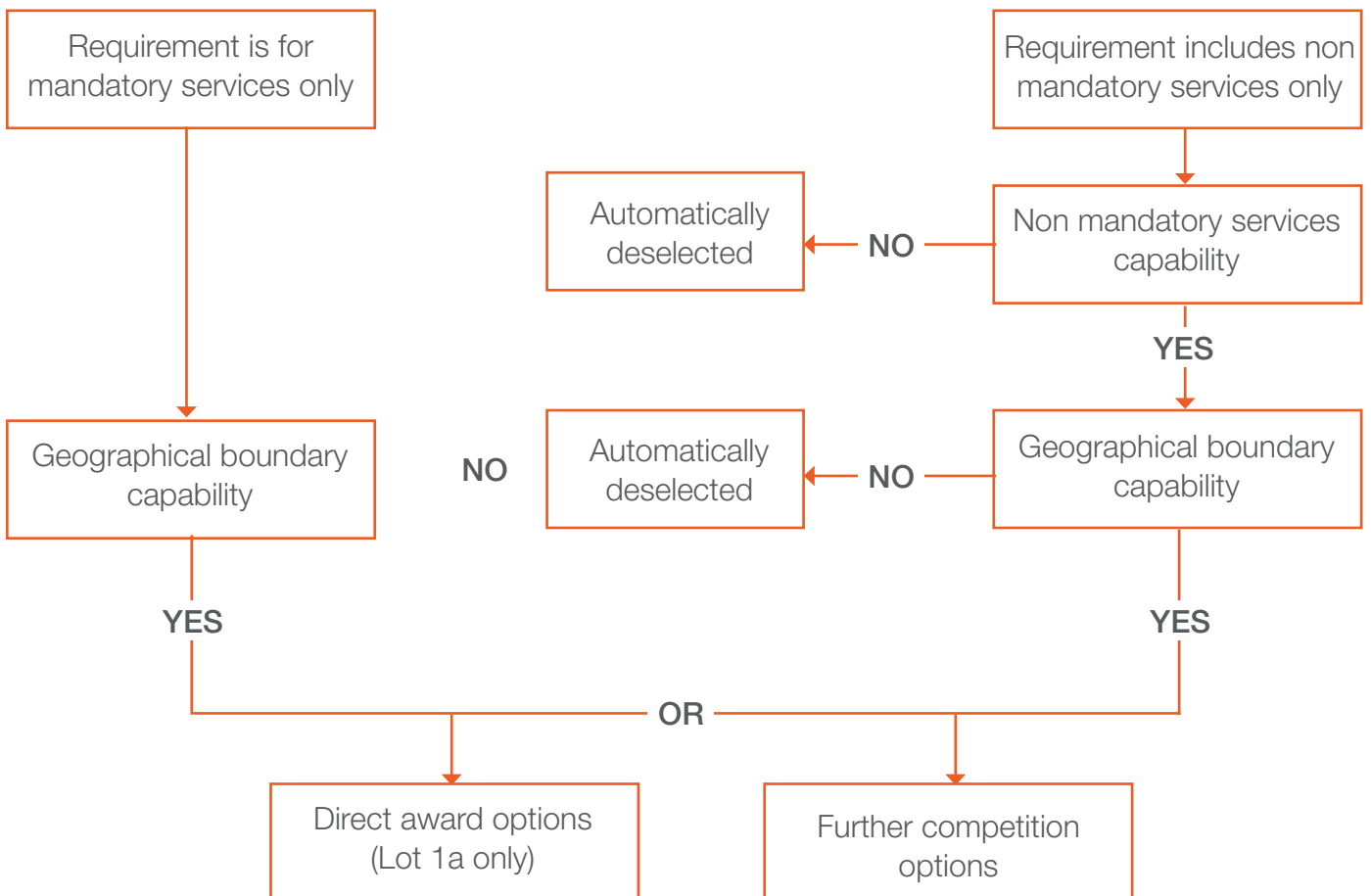
## How to access the agreement - Next steps

- Buyers who wish to access the 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 - Call off Procedure and Award Criteria
- A schedule of rates can be obtained on request via [info@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk). Please note a Confidentiality Undertaking must be signed prior to access being granted to Schedules of Rates
- The first step is for a Buyer to complete and return a Customer User Agreement (CUA) to [info@crowcommercial.gov.uk](mailto:info@crowcommercial.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
- The supplier selector tool will also identify which routes to procurement are available to the Buyer:
  - Direct Award
  - Further Competition
- Once you reach this point there are additional documents (Bid Pack, and Order Form) that will help you to conduct your Further Competition or Direct Award, along with step by step guidance
- You 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@crowcommercial.gov.uk](mailto:info@crowcommercial.gov.uk).

Please see below flow charts that help explain the process:  
**Buyer Inputs identifies which Lot is suitable to a Buyer:**

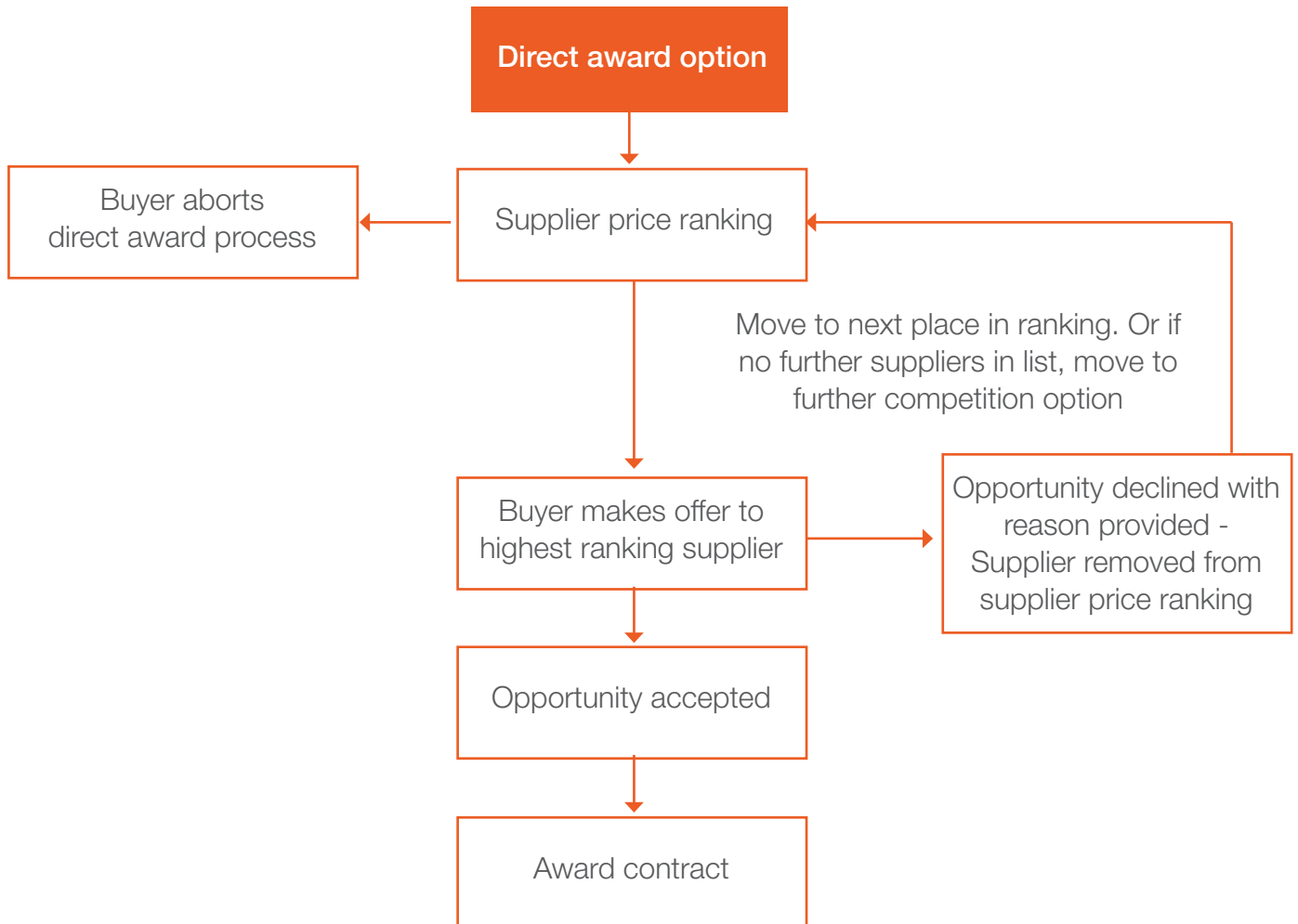


**Buyer inputs identify which route/s to market are available:**



# 8

## Direct award

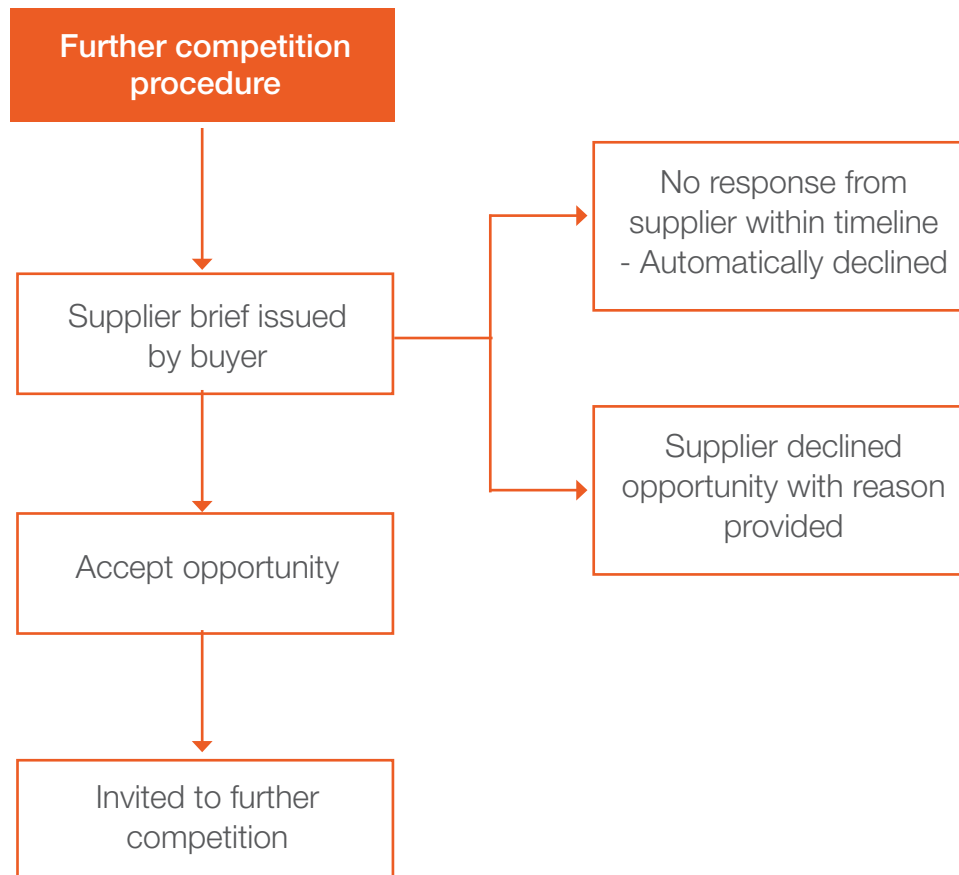


### What is a direct award?

- Direct award means the award of a contract directly to a supplier without the need for a further competition
- This means that the contract is awarded based on price only
- A direct award is only available when all of the below are met:
  - Only core services are required
  - Standard call-off terms are required
  - The total contract value is up to £1.5m (Lot 1a only)
- The full award criteria can be found in framework schedule 7; Part 2; Annex A
- **Please note:** Direct award route will not become available until December 2018 when the online portal is available.

# 9

## Further competition



## What is a further competition?

- A further competition is when the identified shortlisted suppliers who can meet a buyers requirements compete against each other for the buyers requirements.
- Buyer inputs provided in the CUA will help to create a "Supplier Brief". 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.
- 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
  - it enables Buyers specific social value requirements to be addressed and incorporated as KPIs;
- A further competition must be used if the Direct Award criteria is not met.
- Buyers can also chose to compete price through using an Electronic Reverse Auction. Please contact the team on [eauctions@crownccommercial.gov.uk](mailto:eauctions@crownccommercial.gov.uk) should you wish to find out more about this option.
- The full award criteria can be found in Framework Schedule 7; Part 2; Annex B
- If you would like more information on the further competition process please contact one of the team to discuss [Plan to have a slide deck for a step by step instruction on how a WPS buyer would do a further competition].

# 10

## Customer user agreement - How to complete

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:**
  - Estimated total value of the contract (Assessed Value)\*
  - Services required -
    - If the requirement is a standard service with no adjustments
    - 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
  - If an Inclusive Repair Threshold value is applicable

### What is an Assessed Value\*?

- It is the estimated value of the Buyers requirement for the duration of the contract period.
  - For example: A Buyer in need of a cleaning contract for 2 years would estimate the cost for their estate over this period of time.
- The Assessed value is used to determine the appropriate Lot and suppliers for each Buyers requirements. This ensures we are matching Buyer needs with the appropriate supply base.
- Assessed Value can be calculated by using an average of the following inputs from by the Buyer (where available):
  - Current costs or estimated annual costs;
  - Using the supplier average minimum rates for this framework along with the Unit of Measures required by the Buyer
  - Benchmarked costs
- Billable works are to be excluded from the Assessed Value.

# 11

## 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 agreement \(RM3816\)](#) that have services in Lot 4 that could assist.

# 12

## 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 or Direct award process). The call off contract will be created using CCS standard T&C's.

# 13

## Cabinet Office controls

### The call-off contract

Cabinet Office Spending Controls Contracting Authorities from Central Government (including Arms Length Bodies) are required to adhere to the Cabinet Office Spending Controls 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>


# 14

## 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](#).

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

 0345 410 2222

You can also learn more about what we offer online:

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

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

 [Crown Commercial Service](#)