# RM6232 Facilities Management & Workplace Services Customer Guidance

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## Glossary

**Additional Services:** The Services as defined in Framework Schedule 1 – Specification that Suppliers may elect to provide under this Framework.

**Call-Off Contract:** The contract between the Buyer and the Supplier (entered into pursuant to the provisions of the Framework Contract), which consists of the terms set out and referred to in the Order Form.

**Carbon Reduction Plan:** A plan which contains the details of emissions across a single year against a range of emissions sources and greenhouse gases, as per PPN 06/21.

**Core Service:** The services as defined in Framework Schedule 1 – Specification that all Suppliers must be capable of providing on this Framework.

**Direct Award:** Direct award means the award of a contract directly to a supplier without the need for a further competition as per the process detailed in Framework Schedule 7

**Estimated Annual Contract Cost:** The estimated annual value of the Call Off Contract (including Billable Works) provided by the Buyer, used in order to determine the appropriate Lot group.

**Framework:** A ‘framework agreement' is ‘an agreement between one or more contracting authorities and one or more economic operators, the purpose of which is to establish the terms governing contracts to be awarded during a given period, in particular with regard to price and, where appropriate, the quantity envisaged.

**Further Competition:** this is where you ask the suppliers listed on the lot of the Framework you are using, to bid. This may be run under any CCS framework which has multiple suppliers as an alternative to a direct award.

**ITT/Bid Pack:** Invitation to Tender – same as call for bids, call for tenders. Is a special procedure for generating competing offers from different bidders looking to obtain an award of business activity in works supply, or service contracts.

**Lots:** Individual or combined lists of goods and Services.

**Order Form:** a completed Order Form Template (or equivalent information issued by the Buyer) used to create a Call-Off Contract

**PPN:** Procurement Policy Notes

**Sourcing Playbook:** Government guidance on service delivery including outsourcing, insourcing, mixed economy sourcing and contracting. The Playbook contains 11 key policy initiatives.

## 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 buying common goods and Services.

This framework has been developed to meet our customers’ (the buyer) Facilities Management (FM) needs 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. It ensures unrivalled ‘value for money’ for public sector organisations.

The FM framework provides bespoke FM Services suitable for all public sector, devolved administrations and third-party customers including but not limited to: schools, hospitals, local authorities, blue light services, charities and central government departments. For more information on who can use this framework, please refer to the contract notice.

Facilities Management & Workplace Services Framework (RM6232) commenced on 9th June 2022 and will be live for 48 months.

## Benefits

The framework agreement has a number of key benefits that include but are not limited to:

* **Free**: The framework is free of charge for all public sector buyers to use.
* **Fast**: It provides a streamlined route for all buyers to access a comprehensive range of FM suppliers through either a further competition or direct award process.
* **Simple Call-Off Contract Terms**: Terms and Conditions are based on the new simplified Public Sector Contract terms and conditions and also The New Engineering Contract 3 (NEC3) and 4 (NEC4) terms and conditions.
* **Social Value**: Buyers can request suppliers tailor their offer in line with the Buyers social value priorities. The framework is fully flexible allowing Buyers to incorporate their social value requirements as part of their bid pack.
* The framework benefits from social value performance indicators at framework level. Further detail on the social value performance indicators can be found in Joint Schedule 5 Corporate and Social Responsibility and Framework Schedule 4 Framework Management.
* The framework is fully compliant with the Social Value PPN’s:
* 06/20 - Taking account of Social Value in the award of Central Government Contracts, please see link: <https://www.gov.uk/government/publications/procurement-policy-note-0620-taking-account-of-social-value-in-the-award-of-central-government-contracts>
* 05/19 - Tackling Modern Slavery in Government supply chains, please see link: <https://www.gov.uk/government/publications/procurement-policy-note-0519-tackling-modern-slavery-in-government-supply-chains>
* 04/20 - Recovery & Transition from Covid 19, please see link: <https://www.gov.uk/government/publications/procurement-policy-note-0420-recovery-and-transition-from-covid-19>
* 07/20 - Taking account of the Bidders approach to payment in the procurement of major contracts, please see link: <https://www.gov.uk/government/publications/procurement-policy-note-0720-taking-account-of-a-bidders-approach-to-payment-in-the-procurement-of-major-government-contracts>
* **Carbon Net Zero:** In line with PPN 06/21 - Taking account of Carbon Reduction Plans in the procurement of major government contracts, suppliers must submit a Carbon Reduction Plan to gain a place on the framework and then annually thereafter.
* **Compliant**: Gives a complaint route to market. Standard bid pack documents available if required. Set Terms & Conditions. All further competitions and direct awards are fully compliant with the Public Contracts Regulations 2015
* **Digital**: The self-serve Digital Portal allows customers fast, simple access to the framework. Gives simple and fast access to suppliers who can meet their requirements.
* **Competitive**: The framework provides value for money and commercial benefits.
* **Financial standing** - CCS will monitor and manage economic & financial standing to Gold standard in line with the Outsourcing Playbook.
* **Support:** CCS can provide a range of support if you require, during your procurement process.

## Suppliers

There are over 44 suppliers across three lots on the framework agreement with 8 of them classed as small to medium sized enterprises (SMEs). There are also many more SMEs acting as subcontractors throughout various suppliers’ supply chains.

The framework has been set up to ensure both local and national coverage. There may also be limited opportunities for suppliers to provide international coverage.

## What Services are available

There are 19 Work Packages covered across 3 Lot Groups:

Lot Group 1: Total Facilities Management,

Lot Group 2: Hard Facilities Management

Lot Group 3: Soft Facilities Management

The Work Packages are:-

1. Contract Management
2. Contract Mobilisation
3. Social Value
4. Carbon Net Zero
5. Maintenance Services - Generis Requirements
6. Statutory Obligations
7. Landscaping Services
8. Catering Services
9. Cleaning Services
10. Workplace FM Services
11. Visitor Support Services
12. Security Services
13. Waste Services
14. Miscellaneous FM Services
15. Specialist (Defence) FM Services
16. Occupancy and Property Management Services
17. CAFM
18. Helpdesk Services
19. Management of Billable Works

For details of the full scope of Services available under this agreement please see Framework Schedule 1: Specification, which is available on our web page under the ‘Documents’ tab.

*Note: Government Departments have been* [*instructed*](https://questions-statements.parliament.uk/written-statements/detail/2022-11-24/hcws386) *to cease deployment of visual surveillance systems onto* ***sensitive sites****, where it is produced by companies subject to the National Intelligence Law of the People’s Republic of China.*

## Framework Structure

To ensure Buyers have access to the right Suppliers, the agreement is broken down into nine lots within 3 groups.  Each lot is determined by the Estimated Annual Contract Cost values as follows:

**Lot Group 1 Total Facilities Management:**

* lot 1a: Total Facilities Management with a value band of 0 to £1.5m based on Estimated Annual Contract Cost
* lot 1b: Total Facilities Management with a value band of over £1.5m to £10m based on Estimated Annual Contract Cost
* lot 1c: Total Facilities Management with a value band of over £10m+ based on Estimated Annual Contract Cost

**Lot Group 2 Hard Facilities Management:**

* lot 2a: Hard Facilities Management  with a value band of 0 to £1.5m based on Estimated Annual Contract Cost
* lot 2b: Hard Facilities Management with a value band of over £1.5m to £10m based on Estimated Annual Contract Cost
* lot 2c: Hard Facilities Management with a value band of over £10m+ based on Estimated Annual Contract Cost

**Lot Group 3 Soft Facilities Management:**

* lot 3a: Soft Facilities Management with a value band of 0 to £1m based on Estimated Annual Contract Cost
* lot 3b: Soft Facilities Management with a value band of over £1m to £7m based on Estimated Annual Contract Cost
* lot 3c: Soft Facilities Management with a value band of over £7m+ based on Estimated Annual Contract Cost

## Framework Prices

Framework prices will be used as the basis for charges for Core Services. These are the maximum prices a supplier can charge for Core Services. These prices may be reduced at the further competition stage based on individual requirements.

Additional Services will only be priced as part of a call off procedure. Therefore, there are no available rates for Additional Services.

You can request framework prices by emailing: [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk). Our Customer Service Centre will then provide the relevant information.

Please note a confidentiality agreement must be signed before access to the schedules of rates will be given.

## Customer Journey

As a Buyer, we advise that you start planning your procurement between 12 to 18 months before your expected start date, depending on the complexities of your requirements. If you need a shorter turnaround time than this, please get in touch with the FM team for guidance: [fmworkplaceservices@crowncommercial.gov.uk](mailto:fmworkplaceservices@crowncommercial.gov.uk)

**How to access the agreement:**

The Buyer will access the agreement via the FM Marketplace digital portal, which has a step by step guide on how to use it. Further information and supporting documents can be found on the Facilities Management & Workplace Services webpage: <https://www.crowncommercial.gov.uk/agreements/RM6232>

The information submitted on the portal will allow it to run a report which will provide the buyer with a shortlist of suppliers within an allocated lot group based on their requirements.

The portal will issue the Buyer with a reference number. The Buyer should make a note of the reference number and this number will be used for all future correspondence with CCS throughout the lifetime of the framework.

**Supplier Brief:**

The Supplier Brief provides suppliers with an overview of the upcoming opportunity and outlines the 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 (if a further competition).

CCS advises that the suppliers are given the following number of days as a minimum to respond to a supplier brief.

* lot 1a, Lot 2a and Lot 3a: 5 working days
* lot 1b, Lot 2b and Lot 3b: 10 working days
* lot 1c, Lot 2c and Lot 3c: 10 working days

If you do not receive any expressions of interest for your supplier brief please inform the FM Team on, info@crowncommercial.gov.uk. The team can conduct pre-market engagement to identify the reasons.

Following the supplier brief stage, the ITT will be issued to the shortlisted suppliers (if Further Competition).

If the initial shortlisted suppliers do not wish to bid, the FM team can revisit your requirements and process the data using an alternative lot.

**Changes to Estimated Annual Contract Cost:**

If the Buyer makes changes to the Buyer Inputs, the Estimated Annual Contract Cost will be recalculated based on the updated Buyer Inputs and the Lot selection process is started again.

However, where updated or additional information is known after the publication of the Tender, the Further Competition will continue using the Lot selected based on the Buyer Inputs entered prior to the publication of the Tender, irrespective of whether this would have resulted in a different Estimated Annual Contract Cost, unless there are significant changes during the Tender period which the Buyer deems to be a material change.

Buyer inputs will identify whether the requirement is a Core or an Additional Services:

**Core Services process:**

If the requirement solely concerns Core Services the Buyer passes straight to the Geographical Boundary capability stage to determine which Suppliers are able to provide the Core Services in the required geographical location as illustrated in the diagram further down the page.

Buyer inputs will identify whether each Supplier can provide the required Services in the Buyers geographical location

 If a Supplier can provide the required Services in the Buyers geographical location, they will proceed to the next stage in the process as per the diagram.

The system will then create a shortlist of Suppliers who can meet the Buyer’s needs in the required geographical location.

If a Supplier cannot provide the required Services in the Buyers geographical location, they are automatically deselected at this stage and will not proceed any further.

Once these steps have been taken the system will identify the routes to market open to the Buyer.

**Additional Services Deliverable Process:**

If the requirement includes any Additional Services all Suppliers are assessed to see if they can or cannot provide the Additional Services specified:

If a Supplier CAN provide all of the Additional Services they will proceed to the Geographical Boundary capability stage as illustrated in the diagram.

If a Supplier CANNOT provide all of the Additional Services they are automatically deselected at this stage, and will not proceed any further

Buyer inputs will identify whether each Supplier can provide the required Services in the Buyers geographical location

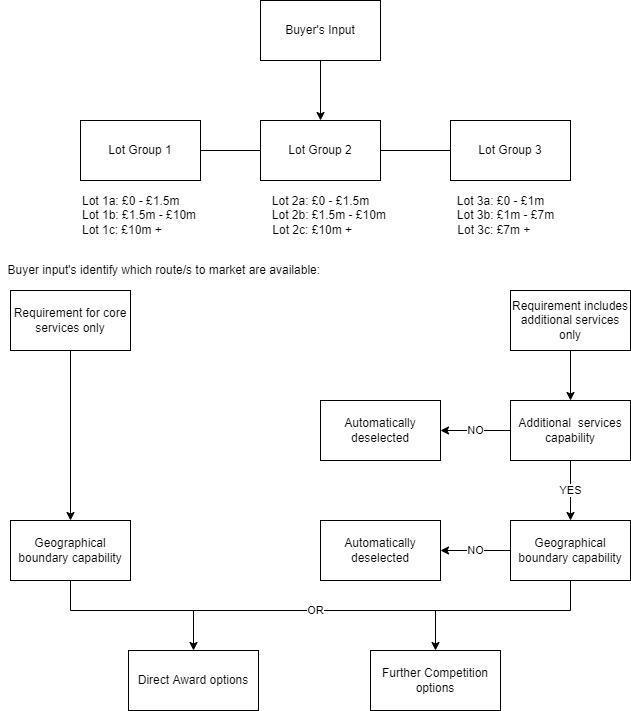
If a Supplier can provide the required Services in the Buyers geographical location, they will proceed to the next stage as illustrated in the diagram. The system will then create a shortlist of Suppliers who can meet the Buyer’s needs in the required geographical location.

If a Supplier cannot provide the required Deliverables in the Buyers geographical location, they are automatically deselected at this stage and will not proceed any further.

Once these steps have been taken the system will identify the routes to market open to the Buyer.

If the Buyer requires all Additional Services, or a mix of Core Services and Additional Services they will proceed to use the Further Competition Procedure.

The diagram below illustrates the process:



There is also the option of using the Accelerated Further Competition to award a Contract, using the Further Competition process described in Framework Schedule 7 Call Off Award Procedure.

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. \*Please read Framework Schedule 7 to help fully understand the Order Form and process.

**Communicating your awarded contract with CCS**

You must provide CCS with a written confirmation of award details once the contract is in place.  A Contract Award template is available in the documents section of the website. This must be sent to [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk). This is mandatory for all self-service Buyers.

If you are unable to use the portal, need guidance at any stage or would like to enquire about an assisted service (see below), please contact the FM team at [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)

**How to access additional support during your procurement:**

CCS can provide a range of support if you require it during your procurement process. For more information please contact info@crowncommercial.gov.uk .

## Direct Award

Direct award means the award of a contract directly to a supplier who has been identified as a shortlisted supplier using the FM Digital Portal (or the manual down selector tool alternative if required), without the need for a further competition. The Direct Award process is detailed in Framework Schedule 7 Call-Off Award procedure.

Customers are required to check their own departmental governance processes and should seek advice from their own Legal Advisors before proceeding to Direct Award.

Customers are reminded of the need to keep a record of their decision making process which shows how the relevant conditions were applied, making it clear that all capable suppliers were considered each time an award was made. Customers may be required to disclose this documentation in the event of a challenge.

**Direct Award Criteria**

The following criteria and weightings shall be applied to the Suppliers' compliant tenders submitted through Direct Award.

* **Criteria Number: 1**
* Relevance to requirement
* Relative weighting percentage: 0 to100%
* **Criteria Number: 2**
* Mobilisation readiness
* Relative weighting percentage: 0 to 100%
* **Criteria Number: 3**
* Geographical location
* Relative weighting percentage: 0 to 100%
* **Criteria Number: 4**
* Resilience
* Relative weighting percentage: 0 to 100%
* **Criteria Number: 5**
* Supplier, Buyer continuity
* Relative weighting percentage: 0 to 100%
* **Criteria Number: 6**
* Price
* Relative weighting percentage: 0 to 100%
* **Criteria Number: 7**
* Social Value
* Relative weighting percentage: 0 to 100%

\*Please note for Central Government contracts a minimum weighting of 10% of the total score for social value should be applied in the procurement to ensure that it carries a heavy enough score to be a differentiating factor in bid evaluation; a higher weighting can be applied if justified

## What is a Further Competition

A further competition is when the shortlisted suppliers from the FM Digital Portal (or the manual down selector tool alternative) are identified who can meet a Buyer’s needs compete against each other by tendering for an opportunity. Both price and quality are tested in a further competition.

Benefits of a further competition include but are not limited to:

* it allows the buyer to test the supplier’s approach to delivering the Services;
* ensures the supplier is aligned to the Buyer’s needs, quality criteria and policies;
* it encourages competitive pricing and reductions on the supplier's maximum framework rate;
* it allows further flexibility for buyers to be specific on the terms and conditions they choose for their contract and tailor them under the Procurement Contract Regulations 2015;
* buyer’s social value aims can be included as key performance indicators along with additional measures to monitor performance

Further Competition Award Criteria

The following criteria and weightings may apply to the evaluation of tenders received through the Further Competition Procedure:

Quality is a minimum of 10% and maximum 90%

Percentage Weightings (or rank order of importance where applicable) - to be set by the Buyer conducting the Further Competition Procedure:

* Mobilisation of Contacts
* Approach to deliverables
* Added Value
* Innovation
* Social Value
* Leadership and Behaviour

Price is a minimum of 10% and maximum 90%

●   Cost Effectiveness

●   Commercial Benefits

Full details of the Further Competition process can be found in Framework Schedule 7 Call Off Procedure

The procedures available are:

* Standard Further Competition
* Further Competition Procedure with Dialogue
* Negotiated Further Competition

If you would like more information on the further competition process please contact one of the team to discuss by emailing [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)

## Terms and conditions & 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 (that is, at the end of a further competition or direct award process). The call-off contract has no maximum length. The call-off contract will be created using the Public Sector Contract and The New Engineering Contract 3 (NEC3) and 4 (NEC4) terms and conditions. The call-off contract and all schedules can be found on the RM6232 Facilities Management and Workplace Services webpage.

## Sourcing Playbook

The Sourcing Playbook was published by the Cabinet Office as part of a third annual refresh of The Outsourcing Playbook which was originally published in 2019. Aimed at getting projects right at the start with robust procurement strategies, healthy markets, and being ready for the rare occasions when things go wrong, The Sourcing Playbook was created to better reflect its focus on choosing the best model for delivering public Services.

The 11 Key Policy Reforms and things for customers to consider for each are:

#### Publication of Commercial Pipelines

Customers may have included information about the requirements they have on their pipelines, but they do not need to state they will be using a CCS Agreement to meet that requirement.

#### Market Health & Capability Assessments

Customers may wish to understand the health and capability of the market when using the Agreement and understand how the category strategy has been designed.

#### Project Validation Reviews

Customers may have to undertake a project validation review prior to using CCS as a route to market.

#### Delivery Model Assessments

Customers may do this activity prior to approaching CCS. They may need to understand the expected costs and how this feeds into the Call-off price. For example, the cost drivers and their dynamics or to provide a baseline against which to understand any variance between actual and forecast costs.

#### Should Cost Modelling

It is a key tool in low cost bid bias, so customers may undertake a Should Cost Model to ensure the price they pay is sustainable over the contract life.

#### Requirements for Pilots

Customers should pilot services in advance of scaling up if the service is being bought for the first time.

#### Key Performance Indicators

Customers may have identified their Call-off Contract as an important contract, and will need to publish their three KPIs.

#### Risk Allocation

Customers may wish to amend the liability caps in the Call-off Contract, either lowering the caps or increasing them depending on risk likelihood and impact. This is subject to Customers taking their own legal advice to ensure amendments do not materially vary the terms of the Agreement.

#### Pricing & Payment Mechanisms

Customers may need to understand the expected costs and how this feeds into the Call-off price. For example the cost drivers and their dynamics or to provide a baseline against which to understand any variance between actual and forecast costs.

#### Assessing the Economic & Financial Standing of Suppliers

Customers entering into a call off contracts may be able to rely on the assessment of financials already undertaken by CCS, although they should always satisfy themselves as to the validity of the assessment in the light of any new information or change in circumstances. This means customers may only re-perform a financial assessment; they cannot perform a different financial assessment.

Customers should monitor the financial health of the supplier as part of contract management. Customers may wish to amend the Financial Difficulties schedule reporting requirements to suit.

#### Resolution Planning,

Where Customers are procuring a critical service contract, they will want the successful bidder to provide them with resolution planning information during the life of the contract.

If a customer designates a call-off contract as a critical service contract, they will need to contact Markets and Suppliers Resolution Planning Team (resolution.planning@cabinetoffice.gov.uk) to confirm if a CRP (Corporate Resolution Plan) already exists with their winning supplier. If Markets and Supplier confirms yes, then they will just need to ensure that they have robust Service Resolution Plans (contingency plans) in place for their contract as usual. If Markets and Suppliers confirm that no CRPs exist with them, Markets and Suppliers will work with them to put a CRP in place for the winning supplier.

For further information please see link for [The Sourcing Playbook](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/987353/The_Sourcing_Playbook.pdf)

## Cabinet Office Controls

Buyers from the Central Government (including arm’s length bodies) need to follow the Cabinet Office Spending Controls when buying common goods and Services.

One of the categories within the controls scope is facilities management. Therefore, please refer to the guidance via the attached link to find out whether your tender requires pre-approval via the controls process:

https://www.gov.uk/government/collections/cabinet-office-controls

If you require further information please contact either

CCS: info@crowncommerical.gov.uk

Cabinet Office: fmcontrols@cabinetoffice.gov.uk.

## Asset and Estate Information

Buyers will be required to provide asset and estate information as part of tender documentation.

This is a key part of the process as accurate data will reduce the risk to Suppliers and this will be reflected in their bid submissions.

If you need any support in understanding your assets and estate information, please see CCS Estates Management Services framework agreement RM6168.

If you would like to discuss this further, please contact [info@crowncommercial.gov.uk](mailto:info@crowncommercial.gov.uk)

## Help and Advice

If you would like help deciding which service you may require or understanding which buying option will be best to meet your needs please get in touch with our category experts via

Phone: 0345 410 2222

Email: info@crowncommercial.gov.uk

Website: www.crowncommercial.gov.uk

Twitter: @gov\_procurment

LinkedIn: Crown Commercial Service