

EC HARRIS AND THE BUYING SOLUTIONS FM SERVICES FRAMEWORK AGREEMENT

THE SIMPLE RISK FREE FM PROCUREMENT ROUTE THAT CUTS OUT OJEU



OVERVIEW

READ MORE ►

THE FM FRAMEWORK

READ MORE ►

WHY USE THE FRAMEWORK?

READ MORE ►

WHY EC HARRIS?

READ MORE ►

**FREQUENTLY ASKED
QUESTIONS**

READ MORE ►

BEST IN CLASS PROVIDERS

READ MORE ►

CASE STUDIES

READ MORE ►

LIST OF SERVICES

READ MORE ►

CONTACT US ►

► **OVERVIEW**

► **THE FM
FRAMEWORK**

► **WHY USE THE
FRAMEWORK?**

► **WHY EC HARRIS?**

► **FREQUENTLY ASKED
QUESTIONS**

► **BEST IN CLASS
PROVIDERS**

► **CASE STUDIES**

► **LIST OF SERVICES**

► **CONTACT US**

THE BUYING SOLUTIONS FM SERVICES FRAMEWORK AGREEMENT

The new Buying Solutions FM framework offers all public sector bodies a simple route to procuring Facilities Management (FM) services ranging from a single service to a complete Total Facilities Management (TFM) solution.

EC Harris, winner of the Global Platinum Award for its FM service delivery and the British Institute for Facilities Management Award for Excellence in Public Sector FM, has been successfully appointed to the framework.

This short guide shows how any public sector organisation can use the framework to achieve a high quality, best value solution to meet their FM needs.

For further information on the FM Services Framework Agreement please go to:

<http://www.buyingsolutions.gov.uk/services/facilities/facilitiesmanagement>

WHO IS 'BUYING SOLUTIONS'?

Buying Solutions is the national procurement partner for all UK public services and is part of the Efficiency and Reform Group within the Cabinet Office.

Its role is to deliver best value for customers in central government and the wider public sector through the efficient procurement and supply of essential goods and services.

Buying Solutions saves its customers time, money and effort by providing access to trusted, compliant, and sustainable procurement solutions, which deliver measurable savings, value for money and peace of mind.



► OVERVIEW

► **THE FM FRAMEWORK**

► WHY USE THE FRAMEWORK?

► WHY EC HARRIS?

► FREQUENTLY ASKED QUESTIONS

► BEST IN CLASS PROVIDERS

► CASE STUDIES

► LIST OF SERVICES

► CONTACT US

WHAT IS THE BUYING SOLUTIONS FM FRAMEWORK?

The framework is a ready-made procurement route that complies with all EU procurement legislation. Through competition, Buying Solutions has selected FM providers which have demonstrated they offer high quality and best value FM services.

The framework has model contracts, Performance Measurement Mechanisms and pricing schedules that can be used as they are, or tailored to specific needs.

The long costly OJEU process is avoided and organisations can procure TFM, a bundle of services, or single services quickly and simply. A full list of services can be found at the back of this booklet.

WHO CAN USE THE FRAMEWORK?

Any public or third sector organisation whose activities cover public services in the UK - this includes:

- Central and local government
- Non-Departmental public bodies and agencies
- Schools, colleges and universities
- Healthcare providers across acute and primary care
- Affordable housing organisations.



► OVERVIEW

► THE FM FRAMEWORK

► WHY USE THE FRAMEWORK?

► WHY EC HARRIS?

► FREQUENTLY ASKED QUESTIONS

► BEST IN CLASS PROVIDERS

► CASE STUDIES

► LIST OF SERVICES

► CONTACT US

WHY USE THE FRAMEWORK?

Facilities Management and Property costs are the second largest cost for any organisation after people. Procuring or re-procuring FM services through the framework will save you time and money and give you easy access to industry-leading providers.

By using the framework, you can be sure that you are achieving value for money and that the services provided will offer the best possible support to your core business.

Cut out OJEU

Using the framework saves time - and the cost - of a lengthy OJEU process. No advertisements, no prequalification process, just a simple approach through Buying Solutions to contractors who have already shown they can deliver high quality best value FM solutions. The process is fully compliant with all EU legislation.

Ready made exemplar documentation and contracts

Starting from scratch is a costly and difficult process. Getting a Service Level Agreement or Contract wrong could lock you into a solution that does not truly meet your needs.

The Buying Solutions framework offers Service Level Agreements, ready-made NEC Contract documentation, a Performance Measurement Mechanism that allows for incentives and penalties, and tender documentation. All can be used as they are, or easily tailored to your specific needs. Buying Solutions gives you a head start - you can concentrate on the important issues, not on the mechanics and process.

Suppliers who have proven they can deliver quality and value competing for your business

A framework contractor like EC Harris has already had to prove quality and value. EC Harris' submission included methodologies, case histories and client testimonials.



► OVERVIEW

► THE FM
FRAMEWORK

► WHY USE THE
FRAMEWORK?

► WHY EC HARRIS?

► FREQUENTLY ASKED
QUESTIONS

► BEST IN CLASS
PROVIDERS

► CASE STUDIES

► LIST OF SERVICES

► CONTACT US

WHY EC HARRIS?

A unique service delivery model

To deliver services we have selected a supply chain of best in class service providers. We will identify the best solution to meet your requirements, brief the supply chain and take responsibility for the delivery of top quality services. We believe in partnering with clients to develop long term relationships that add real value. The usual FM contractor's profits are based on turnover - they have no incentive to reduce costs.

Our aim is to integrate the best service solution and drive down costs.

Award winning service

EC Harris' FM services are nationally and internationally acknowledged as amongst the best in the market. Public Sector awards include:

- Property and Facilities Management Partners in Public Service with Her Majesty's Courts Service,
- The British Institute of Facilities Management (BIFM) Award for Excellence in the Public Sector with the Department for Business, Innovation and Skills
- The BIFM Award for Impact on Organisation and Workplace with the Department for Education
- The Global FM Platinum Award (the highest FM Award given world-wide both for public and private sector entrants) for the service delivered to the Department for Education.

Specialist public sector expertise

EC Harris is one of Europe's biggest firms of its kind, with almost 40% of turnover coming from the public sector.

Our FM team is totally dedicated to public sector clients. We can call on experts in Health, Central and Local Government, Schools, Higher and Further Education, Social Housing and Regeneration. Our people understand the drivers and needs of your sector.



▶ OVERVIEW

▶ THE FM
FRAMEWORK

▶ WHY USE THE
FRAMEWORK?

▶ WHY EC HARRIS?

▶ FREQUENTLY ASKED
QUESTIONS

▶ BEST IN CLASS
PROVIDERS

▶ CASE STUDIES

▶ LIST OF SERVICES

▶ CONTACT US

SOME FREQUENTLY ASKED QUESTIONS

We have already started the OJEU process.

The OJEU process can be stopped at any time prior to the issue of the Contract Award Notice and the Buying Solutions framework used in lieu, saving both time and money, whilst complying with EU legislation.

How does the EU Public Procurement Directive impact on the appointment of the Buying Solutions framework suppliers?

The new framework is fully compliant with the EU Public Procurement Directive.

We have some suppliers we would like to retain

EC Harris and its supply partners are all market leaders. However, some clients may wish to retain local suppliers to support SMEs and the local economy, or specialist suppliers who have a first class record of service delivery. If they meet quality and value thresholds laid down by Buying Solutions and EC Harris it is possible for them to be incorporated into the supply chain and EC Harris will take responsibility for their performance and value delivered.

Can we pick and choose the services we want?

Absolutely. There is a complete list of services at the back of this brochure. You can assemble a TFM Solution that meets all your needs, or pick and choose a bundle - you may only want 'hard services' such as maintenance and some services obviously go together as packages. Alternatively you may just want one service such as catering. The framework is totally flexible and the choice is yours.



▶ OVERVIEW

▶ THE FM
FRAMEWORK

▶ WHY USE THE
FRAMEWORK?

▶ WHY EC HARRIS?

▶ FREQUENTLY ASKED
QUESTIONS

▶ **BEST IN CLASS
PROVIDERS**

▶ CASE STUDIES

▶ LIST OF SERVICES

▶ CONTACT US

BEST IN CLASS PROVIDERS...

We have assembled a team of best-in-class providers to create bespoke solutions that meet your FM needs.

Cofely

Chosen for its global capabilities in mechanical and electrical maintenance, building fabric maintenance and building services maintenance...

“Cofely designs, realizes, and operates long-term solutions that meet the energy needs of businesses and public authorities, improve the performance of their installations, and enhance their assets, while ensuring optimal service and reducing their environmental impact.”

Compass

Chosen for its outstanding catering and hospitality services and its major capability in soft services management...

“Compass Group UK and Ireland is part of Compass Group plc, the world’s leading foodservice company. Compass specialises in providing food, vending and related services on clients’ premises.”

Securitas

Chosen for its nationwide capability in all aspects of security, including manned guarding, surveillance and operational security matters, in particular their work with the Department for Work and Pensions across the UK...

“Securitas protects homes, workplaces and society. Securitas can respond to unique and specific security challenges facing customers, tailoring its offering according to their specific industry demands.”

BRE

In addition we have technical expertise on call from Building Research Establishment (BRE), chosen for its expert advice on achieving better buildings, communities and businesses...

“BRE helps government, industry and business to meet the challenges of the built environment. Today’s need to combat climate change, and the significant economic and social issues we now face, are no exceptions.”



► OVERVIEW

► THE FM
FRAMEWORK

► WHY USE THE
FRAMEWORK?

► WHY EC HARRIS?

► FREQUENTLY ASKED
QUESTIONS

► BEST IN CLASS
PROVIDERS

► CASE STUDIES

► LIST OF SERVICES

► CONTACT US

CLIENTS WHO CHOSE THE EC HARRIS TEAM INCLUDE:

Department for Education - winner of the Global FM Platinum Award

EC Harris has worked with the Department for Education for over 15 years. The workplace transformation of the Department's London HQ - Sanctuary Buildings - was led by EC Harris and resulted in 2,250 civil servants being located where 1,600 had been before and a saving of £10 million in accommodation costs and £1.5 million a year in ongoing FM costs, as well as reducing the Department's Carbon footprint in London by almost 50%. The transformation won the Global FM Platinum Award in 2010 for the most outstanding FM achievement worldwide.

Department for Business Innovation and Skills (BIS) - winner of the BIFM Award for Excellence in Public Sector FM

Like most public sector clients BIS was under pressure to cut costs. EC Harris, as manager of the supply chain effectively renegotiated the FM specifications and costs, leading the contractors in efficiency savings. The result was that £1 million in savings was identified without affecting the quality of the service delivered to BIS. Alongside the savings, EC Harris was also able to suggest solutions for long term building problems, improving the end user satisfaction and cutting the number of complaints.

EC Harris also worked with the BIS team to create a true partnership with shared aims and objectives rather than the usual client/contractor relationship. As a result, the partnership was awarded the BIFM Award for Excellence in Public Sector FM.



► **OVERVIEW**

► **THE FM
FRAMEWORK**

► **WHY USE THE
FRAMEWORK?**

► **WHY EC HARRIS?**

► **FREQUENTLY ASKED
QUESTIONS**

► **BEST IN CLASS
PROVIDERS**

► **CASE STUDIES**

► **LIST OF SERVICES**

► **CONTACT US**

St George's Healthcare NHS Trust

EC Harris was appointed as technical adviser for the procurement of Soft FM services for one of the largest teaching hospitals in the UK. The scope included: domestic service; inpatient, staff and visitor catering services; helpdesk services; and investment into the current staff and visitor catering facilities.

EC Harris advised the trust on all aspects of the process and designed a solution which:

- Ensured clarity in output driven service specifications
- Realised innovative space utilisation
- Was cost certain and in line with best practice Department of Health FM specifications
- Caused minimal disturbance to service levels during the procurement process.

The solution also delivered a saving of 10% on the Trust's previous spend, providing a saving of circa £6 million over the contact period.

Royal Berkshire NHS Foundation Trust

EC Harris has worked for the Royal Berkshire Hospital NHS Foundation Trust for almost two years. Our roles have included providing an Interim Director of Estates who worked with Trust Management to improve working practices and drive a more efficient use of resource and space. This has included:

- Reorganisation of the Estates team in line with best practice achieved in other high performing NHS Trusts
- Better compliance especially in relation to Legionella and other key risks
- Better use of centralised functions such as reception, portering and security
- Better use of space, driving efficiency in key clinical areas including re-provision of a new Administration Centre which released areas for the Trust which could then be used for clinical services.



► **OVERVIEW**

► **THE FM
FRAMEWORK**

► **WHY USE THE
FRAMEWORK?**

► **WHY EC HARRIS?**

► **FREQUENTLY ASKED
QUESTIONS**

► **BEST IN CLASS
PROVIDERS**

► **CASE STUDIES**

► **LIST OF SERVICES**

► **CONTACT US**

National Grid

The National Grid employs 13,000 people across 1,400 sites throughout the UK. Compass provides the organisation with a range of services, including: catering, cleaning, helpdesk, hospitality, residential services and security.

Compass developed an innovative mobile service solution to deliver cleaning and security services to over 300 of its sites across the UK. Mobile worker schedules are managed by PDAs with GPS tracker facilities to ensure compliance with lone worker HSE requirements. There are 16 mobile routes covering the whole of the UK 24/7 security and helpdesk services.

The relationship has delivered significant improvements, including: a £1 million capital investment programme for site foodservice refurbishments, cleaning equipment and mobile service solution; a simpler and more efficient supply-chain; and standardised reporting procedures to drive consistent performance delivery.



► OVERVIEW

► THE FM
FRAMEWORK

► WHY USE THE
FRAMEWORK?

► WHY EC HARRIS?

► FREQUENTLY ASKED
QUESTIONS

► BEST IN CLASS
PROVIDERS

► CASE STUDIES

► LIST OF SERVICES

► CONTACT US

PICK AND CHOOSE THE SERVICES YOU NEED

A Total Facilities Management service, a bundle of related services or a single service - the choice is yours.

All will meet the high standards of quality and value Buying Solutions set in their national competition to select the best FM suppliers for the Public Sector.

Managed Services

- Health and Safety Management
- Authorised Persons and Permits to Work
- Special Needs Services
- Risk Management
- Environmental Management
- Business Continuity Management
- Help Desk.

Hard Services

- Planned Preventative and Reactive Maintenance, to include the following:
 - Fabric Maintenance
 - M & E Maintenance
 - Re-Lamping
 - Fire Detection Systems
 - Lifts, Hoists and Conveyance Systems
 - Security, Access and Intruder Systems and Safety Film
 - Standby Power Systems
 - AV Equipment Maintenance
 - Media System Management
 - Hard Landscaping Maintenance
 - Soft Landscaping Maintenance.
- Control of Asbestos
- Water Hygiene
- Statutory Inspections
- Portable Appliance Testing
- Building Management System
- Access Controls
- Energy Management
- Sustainability Management

- Confidential Waste
- Horological Admin Services
- Fixtures, Furniture and Equipment
- Way Finding.

Soft Services

- Staff, Visitor and Hospitality Catering
- Cleaning
- Pest Control
- Waste Management
- Reception Services
- Security Services
- Mail Services
- Reprographic Services
- Horticulture.

Additional Services

- Space Management
- Statutory / Compliance Surveys
- Change Management
- Best Practice Guidance
- Move Management
- Condition Surveys
- Telecommunications
- Flag Flying
- Fume Cupboard Maintenance
- Hygiene
- Document Management
- Meeting Room Support
- Car Park Management
- Courier Services
- Linen and Laundry.



▶ OVERVIEW

▶ THE FM
FRAMEWORK

▶ WHY USE THE
FRAMEWORK?

▶ WHY EC HARRIS?

▶ FREQUENTLY ASKED
QUESTIONS

▶ BEST IN CLASS
PROVIDERS

▶ CASE STUDIES

▶ LIST OF SERVICES

▶ **CONTACT US**

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