C3151

Total Facilities Management

Intellectual Property Office

Market Engagement Pack

**30/08/2023**

**Contents**

[**Introduction of Preliminary Market Consultation** 1](#_Toc126239552)

[**Background** 1](#_Toc126239553)

[**Instructions for Participation** 2](#_Toc126239554)

[**Timelines** 2](#_Toc126239555)

[**Next Steps** 2](#_Toc126239556)

# **Introduction of Preliminary Market Consultation**

1. The Intellectual Property office (IPO) recently conducted an Early Market Engagement exercise relating to a potential Total Facilities Management Service.
2. Since undertaking that exercise, the IPO has formally agreed to not onboard to the Government Property Agency (GPA), giving it autonomy to manage it’s building, FM provision and the FM provision for its tenants.
3. The IPO is therefore looking to create and manage its own regional hub. Awarding and managing its own TFM provision as well as offering current and potential tenants a service provision that fully meets their requirements. This means that there is potential for the scope to change over the duration of the contract.
4. The purpose of this new Engagement is for the IPO to obtain further information from providers to help inform its internal strategy. Through this process you can express views and confirm latest product/service developments, ways of working etc which may meet the need of the IPO.
5. This Engagement is not a formal procurement process and does not constitute a ‘call for competition’.
6. No contract or offer of award will be made following participation in this Engagement. The IPO may decide, following this process, that a use of the CCS Framework as a procurement process is not the right solution to meet the specific need identified.
7. Any information is given entirely in good faith and liable to change. All costs and expenses associated with participating in this Engagement process, including any invitations to meetings and/or presentations, will not be reimbursed.
8. The IPO has an obligation to ensure the principles of equal treatment and transparency as required by PCR2015 are upheld throughout this process. It may be required therefore to make publicly available any of the information provided during this Engagement process. Respondents should also be aware that the IPO is subject to the Freedom of Information Act 2000.

# **Background**

1. More information on the IPO can be found here - [Intellectual Property Office - GOV.UK (www.gov.uk)](https://www.gov.uk/government/organisations/intellectual-property-office) .
2. The IPO is in the process of reviewing its future options for a Total Facilities Management service. The purpose of this Engagement is to help inform the IPO of what it would need to consider within its decision and the likely requirements that need to be satisfied for a contract of this type.
3. It has not been determined what any resulting contract might look like and the IPO hope that this Engagement should help inform this.

# **Instructions for Participation**

1. Within the document section of the IPO’s e-sourcing platform you will find an ‘Engagement Pack’. This includes details of the IPO’s current provision, a series of questions which the IPO are asking as part of this Engagement and other ancillary documents.
2. The IPO kindly request that you review the Engagement Pack and respond to the Request for Information questions, uploading these onto the e-sourcing portal by the deadline stated below.

# **Timelines**

|  |  |
| --- | --- |
| **Issue of Engagement Pack** | 30th August 2023 |
| **Deadline for Clarification questions from suppliers** | 6th September 2023 |
| **Deadline for responses to Engagement pack** | 11th September 2023 |

# **Current Provision**

1. The IPO’s current Total Facilities Management contract was the result of a tender activity conducted in July 2017. That tender was run by the Department for Business, Energy & Industrial Strategy on behalf of its cluster members. Each cluster member had their own requirements under the contract.

*For the purposes of this market engagement, please assume that any future contract would be solely run and for the benefit of the IPO, and not part of any cluster arrangement or to be used by any other agency.*

1. The IPO signed up to the current cluster contract for a period of 4.5 years, commencing on 01 March 2019 and to conclude on 30 September 2023.
2. As of 01 October 2023, it is envisaged that the IPO will use the Government Procurement Agency’s ‘Workplace Services Transformation Programme (WSTP)’ contract (for Hard FM services and Soft FM services) as an interim solution whilst it conducts its own procurement process.
3. The current services provided under the contract are set out below. It is anticipated that the new contract would include these same services:
	1. CAFM
	2. Building Management Systems
	3. Mechanical & Engineering Maintenance
	4. Planned, General and Reactive Maintenance
	5. HV and Switchgear Maintenance
	6. Fire Systems & Fire Safety
	7. Lifts
	8. Security Guarding (at Nine Mile Point)
	9. Building and External Fabric Maintenance
	10. Reception Services
	11. Office Cleaning
	12. Sustainability, Energy and NetZero
	13. General, Recycled and Specialist Waste
	14. Portering and Handyperson services
	15. Hard & Soft Landscaping
	16. Reporting Systems
4. The following services are excluded –
	1. Catering, Vending & Hospitality
	2. Security Guarding (at Concept House, needed for NMP location)
	3. Furniture Management
	4. Events and Functions
	5. Childcare Provision
	6. Reprographics Services
	7. Mailroom Services
	8. CCTV
5. The following information can be found as separate documents accompanying the Engagement (available via the IPO [e-sourcing platform](https://atamis-2198.my.salesforce-sites.com/?searchtype=projects)), to which you have been invited:
	1. Current staff resourcing
	2. Current asset list
	3. Floor plans -
		1. Concept House is 18,052 GIA
		2. Nine Mile Point is approx. 2,400 GIA
	4. Energy Model
	5. Current service matrix and service requirements