

# ECC Total Facilities Management Procurement

Market Engagement

October 2024

# Pricing approach

Briefing before 1-2-1 meetings

October 2024



# Purpose of this market engagement

**As we are continuing to prepare for the procurement of ECC Total Facility Management solution, we would like to engage with providers and obtain suggestions on the pricing approach.**

**This is to make sure ECC develops a pricing structure and model that meets the objectives of the contract and is acceptable to the market.**

**This slide deck sets out the expectations for the pricing of the future contract.**

**If you wish to input in the market engagement event, please follow instructions on the last slide.**

# Background to consider

Although the contract duration is not decided yet, for the purpose of this exercise, ECC is asking the providers to work the basis of a 7 to 10 year contract.

During that time, ECC will pursue an Estate Transformation Program that is will impact the size and use of our Estate. At the time of the procurement, there will still be some 'known-unknown risks' on that matter.

Devolution is still being progressed and is also identified as a risk for the future contract and ECC will need some flexibility in the pricing to adapt to the change.

ECC wants to encourage the use of technology and innovation to make sure the services are delivered in the most effective way and evolves in line with market trends.

More information on the project background can be found on [ECC provider hub](#).

# Services in scope

The TFM services in scope for this market engagement are composed of the following:

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## Hard Facilities Management

1. Planned Preventative Maintenance
2. Statutory building compliance
3. Reactive Maintenance
4. Life Cycle maintenance
5. Soft and Hard Landscaping
6. Procurement services

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## Soft Facilities Management

1. Cleaning
2. Security
3. Waste Disposal and Recycling
4. Helpdesk
5. Moves and space planning
6. Furniture (not in current TFM contract)
7. Car park management

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## Business Services

1. Post Room and mail
2. Print services (Multi-functional devices and Professional)
3. Record Management
4. Porter services
5. Signage

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## Programme Management Office (PMO)

1. Project management and procurement services
2. Small value work (<£10)
3. Reactive assessment
4. Construction Design when required
5. Project administration

Out of scope: large project work managed by Infrastructure Delivery team

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## Energy Performance Management

1. Optimisation and reduction of utility consumption

Out of scope: Energy procurement, Bureau services

The estimated annual value is £36m p.a., composed of:

- c.£12m spend Hard & Soft FM, Business Services and Energy Performance Management (mainly recurrent requirement)
- c.£24m spend on the Programme Management Office (variable each year depending on project pipeline)

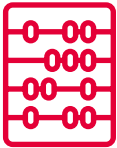
# What we want to achieve with the pricing model



**Transparency.** Cost per building and per service are required to make informed business decisions in the context of the Estate Transformation



**Flexibility.** Adding or removing services should be a simple activity where notice period, costs and liabilities are agreed in the contract



**Simple and benchmarkable.**  
Harmonised rates?



**Best value.**



**Audit.** Audit trails for quantity and amount billed should be available.



**Clear financial reporting.** Year on year spend visibility and forecast.



**Encourage efficiency.** Providers should be incentivised to deliver the service in an optimum manner and propose saving initiatives

# How to input

ECC will be holding individual meetings with interested TFM providers to discuss their recommended approach to pricing.

If you wish to take part in this market engagement event, please book a timeslot with us.

Providers should think about the objectives detailed on slide 6 and prepare a short presentation on how pricing could be structured to meet this brief. Time will be allowed for discussion of the proposed solution after the presentation.

After the meetings, a summary of the key findings will be published on ECC provider hub.

## How to request a meeting?

Please request a day and timeslot through the message function on ProContract, Project DN710367.

Slots available every day between 11<sup>th</sup> and 14<sup>th</sup> November 2024, at 9-11am, 12-2pm or 2:30-4:30pm.

Meeting will ideally be face to face in County Hall, but could alternatively be online.

**Thank you for your  
continuing engagement.**