

GPA appoints JLL as strategic Workplace Services Performance Partner

3 years ago



The Government Property Agency (GPA) has appointed JLL, a leading professional services firm that specialises in real estate and investment management, as its strategic partner for workplace services performance.

Following a robust and comprehensive procurement process via the Crown Commercial Services Estates Management Services framework (RM 6168), JLL has been awarded an initial three and a half year contract, plus up to two one-year extension options. JLL and GPA have worked together on a variety of mandates and this latest announcement will see JLL deliver workplace service performance solutions.

The contract award is a key feature within the GPA's Workplace Services Transformation Programme (WSTP) which exists to evolve how the Government's office estate is managed and operated. It is transforming workplace services to ensure they are optimised for resilience and supported by enhanced commercial and customer service capability and performance. WSTP is also driving UK-wide economic growth through engagement with local economies; Civil Service modernisation through improved productivity and engagement with civil servants; zero carbon through improved building conditions; and better value through improved service quality.

As part of the strategic partnership, JLL will operate a national helpdesk to streamline customer support for greater efficiency and satisfaction.

Service requirements also include mobilisation and demobilisation support, as well as provide data management and analysis, cost review and management, and reporting. JLL will also provide call-off support for property transfers, strategic advice, technical support, training, business continuity and

disaster recovery.

Social Value was a key driver within the tender documents, focusing on tackling economic inequality, fighting climate change and improving health and wellbeing.

Dominic Brankin, Workplace Services Director at the GPA, said: “The GPA plays a key role in the Government’s transformation agenda. We are working with all government departments to help them deliver their business needs, supported by best-in-class strategic partners to ensure we deliver a transformed, shared, sustainable and value-for-money government estate. We want to use space well and provide a workplace experience which supports civil servants to work productively in every nation and region of the UK.

“We are delighted to welcome JLL into our team as we accelerate our service transformation to meet the needs of our clients and customers.”

Steve Lawlor, Divisional President, JLL Work Dynamics, said: “We are delighted to be the Government Property Agency’s strategic performance partner to provide best-in-class workplace services for civil servants across the UK. We will bring our expertise by becoming embedded into the GPA’s team and working seamlessly with them to meet their goals and deliver world-class performance.

“We will build collaborative relationships with the GPA’s appointed providers to ensure consistent and efficient execution, use data to drive continuous improvement, and apply technology and our expertise to make the GPA’s property portfolio smaller, better, and greener. We’re excited, not only to make this new model a success for government properties in the UK, but also the example for other governments to follow.”