

## The GPA appoints new FM delivery contracts

2 years ago



The Government Property Agency (GPA) has appointed several new facilities management (FM) contracts as part of its UK-wide workplace services transformation programme.

This follows a robust and comprehensive procurement process via the Crown Commercial Services Facilities Management Marketplace framework (RM 3830), with initial five-year contracts, plus extension options for a maximum of two years, being awarded to four suppliers.

Hard FM services, such as heating, ventilation and air conditioning maintenance, will be delivered by ISS Mediclean in the North and Central regions, and Atalian Servest Ltd will deliver this in the South and London regions.

Soft FM services, such as cleaning, housekeeping, hospitality and catering services, will be delivered by Atalian Servest Ltd in the North, ISS Mediclean in the South, Mitie in the Central region and ISS Facility Services across London.

Improving value was a key driver within the tender documents. This is focusing on efficiencies to deliver a dynamic and agile customer-centric operating model with a greater focus on customer experience and service resilience.

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 delivery 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 award these new contracts as we continue our service transformation to meet the needs of our clients and customers.”

The contract awards are 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 business continuity, while reducing any operational downtime. The Programme is supporting UK-wide economic growth through regionally-focused SME engagement and local employment, and enhancing productivity and engagement with civil servants through improved digital solutions and streamlined service support. It is also driving towards zero carbon through improved building conditions; and better value through improved service quality and customer satisfaction.

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