OCS and IWM extend partnership with new contract

2 years ago

Imperial War Museums (IWM), an iconic group of museums that continues to tell the story of conflict and the people impacted by it from the First World War through to the present day, has extended its hard services contract with the leading facilities management business, OCS.

This extension will maintain the relationship between OCS and IWM for an additional five years, with the option for the customer to extend for another four years, broken down into two two-year commitments. This follows an initial four-year contract for hard services. The scope of the services includes fabric maintenance, grounds maintenance, mechanical and engineering tasks, as well as reactive and planned preventative maintenance across IWM's five branches: IWM London, Lambeth (including Parkside), Churchill War Rooms, Westminster (CWR), HMS Belfast (moored in the Pool of London), IWM Duxford (Cambridgeshire), and IWM North (Trafford, Manchester).

The extension results from the expertise and knowledge provided by the OCS team working on the sites, along with an efficient pricing model. The team consistently achieves 95% of their targets.

In addition to the successful extension, OCS and IWM are exploring an expanded contract scope, introducing a 20% increase in assets. OCS plans to meet these demands by hiring from local communities around the respective sites and increasing the number of apprentices to support their teams. Furthermore, OCS has introduced a social value practitioner to the contract, facilitating career outreach programmes and connecting with local schools in Lambeth.

Carl Gage, OCS Regional Director Technical Services, said: "We are proud of the partnership we have built with IWM over the years, and this latest extension is just further proof of the success of our service delivery. We look forward to continuing the good work with IWM over these next five years as we continue to take on the mantle of upholding a significant part of British history."