

Sitemark Secures Dual ESPO Framework Appointments to Transform Procurement and Contract Management of Catering and Cleaning Services in the Public Sector

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Independent FM consultancy delivers evidence-based expertise to national frameworks, providing public sector organisations with a strategic pathway to enhance service quality and cost efficiency.

[Sitemark](#), the UK's leading independent facilities management benchmarking and best practice consultancy, has been appointed to two significant national frameworks that will shape the future of catering and cleaning services across the public sector.

The company's selection for both ESPO 704C_25 (Catering Consultancy) and ESPO 263C_25 (Cleaning Consultancy) frameworks provides access to specialist procurement and contract management support for local authorities, NHS trusts, educational institutions, housing associations, and emergency services nationwide.

Addressing critical challenges in FM Procurement

Since catering and cleaning account for a significant portion of public sector FM expenditure and remain among the most challenging areas to optimise, the timing of these framework appointments is particularly important. Rising operational costs, stricter regulatory requirements, and increasing sustainability expectations have created a complex environment where independent, expert advice is more valuable than ever.

Running from April 2025 to April 2027, with an optional extension to 2029, both frameworks were awarded through a competitive process following thorough evaluation. Sitemark was selected alongside 19 other suppliers for the Catering framework and 20 others for Cleaning, highlighting the organisation's distinct role as a trusted, impartial adviser.

Jiger Shah, Associate Procurement Manager at Sitemark, commented: "These framework appointments represent an important milestone for the public sector organisations we will be supporting. Catering and cleaning are often underestimated in their complexity. When executed well, they directly influence wellbeing, productivity, and public health. When done poorly, they lead to missed opportunities for efficiency and quality. Jiger added, "What sets us apart is our independence. We're not tied to service

delivery, so our only goal is helping clients achieve the best possible outcomes. Through these frameworks, we're able to bring two decades of benchmarking data, sector expertise, and practical insight to organisations that need it most at a time when every pound of public money must deliver maximum value.

Comprehensive support and tangible value

Under both frameworks, depending on project requirements, Sitemark will provide consultancy services covering the entire contract lifecycle. Strategic procurement support includes requirements definition and service specification development up to contract award, incorporating market engagement, supplier evaluation, tender documentation, and contract negotiation.

During contract mobilisation, Sitemark provides transition planning and risk management expertise. In contrast, ongoing performance management through independent auditing and KPI monitoring benchmarked against national data helps organisations maintain high standards and identify opportunities for continuous improvement.

Specialist technical expertise includes balanced and healthy meal options for catering services, cleaning standards and protocols, sustainability assessment, social value measurement, and regulatory compliance across both fields.

The frameworks enable public sector clients to access Sitemark's expertise through either a direct award or a mini-competition route, offering flexibility while ensuring full compliance with procurement regulations. For organisations facing budget pressures or concerns about service quality, the frameworks deliver tangible financial benefits through cost-optimisation strategies that uphold quality standards. At the same time, Sitemark's benchmarking capabilities identify efficiency opportunities and provide transparent pricing analysis.

The case for independence in FM Consultancy

Unlike traditional consultancies or service providers, Sitemark's approach is data-driven, leveraging benchmarking and sector-specific intelligence from over 1,000 client engagements since 2005. This extensive evidence base enables the company to offer context-rich guidance that goes beyond generic best practices to provide customised, actionable advice.

Mike Boxall, Managing Director at Sitemark, said: "Independence isn't just a marketing position for us, it's fundamental to how we operate and the value we provide. When organisations make decisions that affect

thousands of service users and millions of pounds of public investment, they need advisors who can challenge assumptions, question the status quo, and provide objective analysis. We've seen time and again how our benchmarking data reveals opportunities that others miss."

Beyond immediate contract improvements, Sitemark's work through the frameworks will support broader objectives, including net zero and sustainability goals, social value maximisation, improved health and wellbeing, and demonstrable value for money.

How to access the frameworks

Public sector organisations can access Sitemark's services through the ESPO frameworks via direct award for lower-value requirements or through further competition for more complex or higher-value projects.

For more information about the frameworks:

- Catering (704C_25):

<https://www.espo.org/procurement-contract-management-support-for-catering-704c-25.html>

- Cleaning (263C_25):

<https://www.espo.org/procurement-and-contract-management-support-for-cleaning-services-263c-25.html>