

LONDON  
SCHOOL of  
HYGIENE  
& TROPICAL  
MEDICINE



## London School of Hygiene and Tropical Medicine

London School of Hygiene and Tropical Medicine (LSHTM) is a world leading centre for research and postgraduate education in public and global health, with over 4,000 students and 1,300 staff working in 100 countries. LSHTM was named University of the Year in the 2016 Times Higher Education awards. Its mission is to improve health worldwide through research, education and translation of knowledge into policy and practice.

**LSHTM had three complex soft service contracts in place – cleaning, catering and security. They wished to market test all three - something which had not been done in several years – with the aim to ensure best value and innovation.**

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### Background

LSHTM had three complex soft service contracts in place – cleaning, catering and security. The catering contract was for a new coffee shop open to both students and the general public and the cleaning contract was a mix of outsourced and in-house cleaning.

They wished to market test all three; something which had not been done in several years.

### Brief

Litmus was briefed by LSHTM to come and guide on the project, with an aim to ensure best value for all three contracts and also to seek innovative ideas that could improve the service level and/or make financial savings, whilst maintaining the highest standards.

### Approach

**Mike Neales, the Litmus Partnership, said:** “Once we had set out the tender documents, we wanted to find a contractor who could bring LSHTM’s vision to life and also bring innovative suggestions to improve the current service levels and costs.

“As the contracts were already quite complex, each soft service was tendered separately to keep the process straightforward and well managed.”

## Outcomes

The three contracts were awarded with each one delivering a considerable cost saving and significant improvement in the service level.

▶▶ *This was our first time working with the LSHTM on market testing projects, and so we were pleased to be able to make an impact and deliver real cost savings and service improvements, that will benefit both the staff and students.* ◀◀

*Mike Neales, the Litmus Partnership*



**For more information about Litmus get in touch:**

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