



Q U I N T A I N

Quintain – Wembley Park

Quintain is the award-winning development team behind Wembley Park, one of London's largest urban renewal schemes. During their 24-year history they have transformed assets across the City of London into places where people want to live, companies want to grow, and neighbourhoods can come alive.

Background

Quintain is the owner of the Wembley Park Complex – an 85-acre development in North West London, purchased with outline planning consent for 8.8 million sq. ft. of mixed-use development.

Today, the site is space for over 42 buildings. The additional retail and leisure space has helped cement Wembley Park's fast-growing status as an exciting new destination to rival the very best areas of London. The site's mix of iconic heritage, new neighbourhood and retail and leisure space makes Wembley Park one of the most exciting developments in Europe, all within just 12 minutes from Central London.

Brief

As the Wembley Park site grew, there was a need for a Facilities Management solution to support the estate and the facilities within it. Litmus was engaged to tender the total facilities management contract for the entire site.

Litmus' brief was to carry out a comprehensive market analysis by approaching the facilities sector supply chain via a formal Request For Information to invite suitable organisations into the tender programme. Litmus was also tasked with developing bespoke specifications, which included a complete review of the hard services, followed by the tender exercise.

Approach

Karl Cundill, the Litmus Partnership, said: "Following our formal appointment, we arranged to meet with the Quintain UK Facilities Team on-site at Wembley Park, to run through in further detail the project brief, and agree the timescales for the delivery of the tender programme. We also discussed the organisations to be approached and identified key milestone requirements of the programme.

"Our team of consultants developed a full facilities management tender strategy, which included the provision of technical advice and support on the development of a set of new Service Level Agreements and Key Performance Indicators along with service schedules, to fully support the proposed service provision detailed within the specification across all the nominated services. The services included Cleaning, Security, Car Park management, Grounds and Hard FM technical services.

"During the RFI stage we carried out an assessment of each supplier, selected a shortlist and managed the tender programme."

Outcomes

Prior to the project, Quintain had a number of silo service providers supporting the site. The outcome of the tender is that they now engage with a single supplier for all of the services. This provided much improved management control and an ability to flex the service when there was a requirement, such as major events occurring at Wembley Stadium. The project also delivered an overall 15% reduction in cost from the previous FM solution.

▶▶ Engaging with Litmus brought much needed technical support to our team and importantly the cost outcome we desired but struggled to receive prior to the tender. Since the project has gone live, we have continued to remain engaged to Litmus and frequently ask them to review ongoing aspects of the contract and its delivery. This ensures the supplier delivers the required service with a full level of consistency.◀◀

Estate Director of Operations, Quintain



For more information about Litmus get in touch:

Email us at mailbox@litmuspartnership.co.uk

www.litmuspartnership.co.uk