

SOLENT UNIVERSITY

Solent University

Solent University is a public university based in Southampton, England. It has approximately 11,000 students. Its main campus is located on East Park Terrace near the city centre and the maritime hub of Southampton.

►► *Litmus invested the time to understand what we do and what we want to do to improve our M&E services. Their insight, experience and impartiality contributed significantly to shape our plans for the future. We would not hesitate to use their services again.* ◀◀

**Engineering Services Manager,
Solent University**

Background

The University approached LitmusFM to provide consultancy support to their proposed M&E tender, contract value circa £2.5m

Brief

The University believed that the current specification and supply (outsourced) was not fit-for-purpose and required a modern approach, including a re-specification of the service. They also felt that their return on investment could be better.

We were tasked with developing a M&E tender pack that covered the Universities' requirements and streamlined efficiencies.

Approach

Karl Cundill, one of our hard services specialist consultants, said: "Our overall aim was to find innovative ways to improve the M&E services at the University, taking into account student needs, key stakeholder expectations, best practice and the challenge presented by service providers.

"We spent time on the estate observing the operations and attended a series of meetings with key stakeholders and the management team to develop a better understanding of current strategy, service levels, processes and procedures – and where improvements could be made.

"We developed a comprehensive M&E tender pack that covered both planned and reactive maintenance, performance monitoring and reporting and the requirement to develop and maintain detailed asset histories. The tender pack was also structured to provide surety around the management and control of additional and extra works over the proposed life of the contract."

Outcomes

The service was re-specified and the contract was awarded, leading to an 18% reduction in costs; a significant saving.



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