

## Royal Pharmaceutical Society

Royal Pharmaceutical Society (RPS) are the professional membership body for pharmacists and pharmacy. Their mission is to put pharmacy at the forefront of healthcare and their vision is to become the world leader in the safe and effective use of medicines.

Since RPS was founded in 1841 they have championed the profession and are internationally renowned as publishers of medicines information. They promote pharmacy in the media and government, lead the way in medicines information, and support pharmacists in their education and development.

## Background

RPS has their UK Headquarters in London. They had outsourced both their soft and hard facilities management services to two separate providers, with several additional smaller contracts, reporting directly into the Facilities Manager. There was a lack of resilience and innovation in the current delivery of the FM services, along with a need for constant scrutiny on compliance, costs, and value. As a result, we believed that a review of their FM service delivery arrangements would be beneficial.

## Brief

**LitmusFM** was appointed in 2020 with the key objectives of evaluating the existing service provision and its effectiveness, whilst considering a smarter and more efficient way of working that provided greater employee support from the FM services. It was clear from our discussions that RPS needed to provide a vibrant, flexible, and modern approach moving forwards, and therefore providing a mirror image of the existing contract would not necessarily meet the future needs of RPS. Aside from the existing contract, RPS had taken a decision that attracting tenants required a service that would enhance the floor space and add value, offering high end facilities services, with a clearer focus on the customer journey.

## Approach

Dee Cooper, **LitmusFM**, said: "Driving efficiency, customer service and value for money remains a priority for most organisations. We provided RPS with a detailed report, homing in on the efficiency and quality of both a combined and individual service package for the facilities contract moving forward. The report proved to be critical to the realisation that a broader transformational change, ranging from cost management initiatives to re-engineering business processes was required to deliver the optimal output. We forensically examined the facilities management processes and recommended a procurement exercise that would deliver the client FM operations more effectively.

"We embedded our team within the site, working with key stakeholders to identify opportunities for improving FM service delivery, and then managed and drove the implementation of improvements via a tender exercise."

## Outcomes

RPS were provided with an Initial Strategy report, outlining opportunities and a recommended Target Operating Model. Upon agreement of the strategy, we swiftly moved into a full tender process. The RFI was issued to a variety of bidders each having their own unique identity, bringing innovation and change to the contract. This was succinctly followed by the release of the RFP, managed through the **LitmusFM** portal. **LitmusFM** supported RPS in the evaluation of both the RFI and the RFP.

RPS were presented with some excellent solutions and the preferred bidder was identified and appointed.

▶▶ *The **LitmusFM** team have played a key role as a trusted FM advisor to RPS. Their knowledge of current trends in the sector enabled us to build the business case for change. Their approach meant that we could lean on their years of experience to broker the right relationship through a pain free tender process. RPS now has a fully operational total facilities management contract in place with a new provider. We couldn't be happier with the results.* ◀◀

*Michael Bonne, Head of Information and Facilities / DPO at Royal Pharmaceutical Society*



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