

## *The Multiple Sclerosis (MS) Society*



**Multiple Sclerosis Society**

The Multiple Sclerosis Society is the UK's largest charity dedicated to supporting everyone whose life is affected by MS.

The MS Society has a National Centre in North West London, which was created as a national source of authoritative advice, a place where learning and teaching about MS can be shared and a focal point for the UK-wide MS Society.

The Facilities Management function, which manages many of the day to day services within the National Centre, such as post room, cleaning, meeting room management, catering and security, is mostly outsourced to a specialist Facilities Management (FM) organisation.

Quantum Plus initially undertook a healthcheck review of the FM outsourcing arrangements in order to ensure that the MS Society is getting the appropriate value for money and levels of service from their provider.

Subsequently, as the current FM arrangement neared the end of its 3 year term, Quantum Plus assisted the MS Society to re-tender the FM service, following a version of the Quantum Plus sourcing methodology customised in line with the scale and nature of the service required. This assistance included:

- re-assessing the scope of service to be tendered
- agreeing the associated service levels
- developing an RFP for the service
- evaluating the response to the RFP and analysing the proposed charges
- confirming the choice of supplier
- reviewing and recommending changes to the draft contract and schedules put forward by the chosen supplier.

This final activity included reinforcement of the contract provisions for Governance, Key Personnel and Service Reporting, as identified during the earlier healthcheck review, through the use of template schedules supplied by Quantum Plus.

*"Quantum Plus led us through the re-tendering process, providing practical advice and hands-on support. Guided by their wealth of experience and best practice approach, we were able to conclude a new FM support agreement offering improved value and performance from our provider."*

*Ian Donald, Director of Finance & Technical Resources, MS Society*