

CLIENT: Vercity

SERVICES: Managed Framework Application Support



Vercity are the largest SPV manager of public-private partnership assets by size and value, with offices in the UK and Canada. They are a growing global presence, managing over 100 projects across these territories, with over £1bn Capex and Opex.

Vercity provides a wide range of expertise, from intelligent management of infrastructure and corporate assets to project finance, and transformational project leadership—from project inception to handback. They also develop ESG strategies, delivering award-winning societal impact across their projects.

Vercity are industry recognised, judged by their clients and peers, as testament to their continued focus, for 25 years setting the industry standard in SPV management, and operating across nine diverse sectors, including Education, Emergency Services and Renewable Energy.

Awards include winning in 4 categories of the **Partnerships Awards 2020**: Judges Choice, SPV Manager of the Year, Silver ESG, Silver Diversity and Culture; and the **Institute of Collaborative Working 2020 Collaborative Awards**: MOD Main Building Service Sector Award. Additionally Vercity have won the BIFM Sustainable Award, the UCL Innovation Partner of the Year and multiple ROSPA Gold awards.

In the UK, Vercity has worked with a number of public sector clients, including MoD, Home Office, and NHS hospitals. They have also managed social housing projects and university student accommodation.

We would highly recommend Advice Gov. They made our first major push to get on to a major government framework a successful one. They significantly enhanced our application by helping us understand the authority and articulate the strengths of our team. Without a doubt this substantially increased the likelihood of our getting on the framework, as well as ensuring the services we will provide properly reflect the needs of our clients.

HOW IT ALL STARTED

Vercity were referred to Advice Gov (by a happy [Advice Cloud](#) client) for support with getting listed onto their first government framework - Estates Management Services (RM6168), let by Crown Commercial Service (CCS) - in December 2020.

The framework was due to be the second iteration, replacing RM3816 Estates Professional Services Framework which had been providing a cost-effective route to market for Central Government, Local Authorities, NHS and Wider Public Sector since 2017. Building on that success, the expected value of Estate Management Services is £500m over it's 4 year life (2021-2025).

This presented an important opportunity for Vercity, who were applying for both Lot 2 Estate (Property) Management, and Lot 4 Surveying and Strategic Advice. Getting listed onto this framework meant that they have achieved one of Vercity's long term strategic objectives, which is to grow their consultancy business to gain access to more public sector clients in new areas compared to their core PFI business.

Working in partnership, Advice Gov have gone on to assist Vercity with additional tenders since, as well as providing our view of framework opportunities coming up in 2022 and beyond to support Vercity's great work in the public sector.

We came to Advice Gov on a recommendation and there was already an existing relationship between two of the parties; we trusted that they'd do a good job.

HOW WE HELPED

Advice Gov's Framework Team worked as a dedicated point of contact for Vercity, to ensure that the tender process was as smooth as possible, and provided our usual focus on the quality and compliance of the submission.

We first analysed the ITT in depth and created submission templates, with extensive bid guidance included. We then kick-started the process with Vercity on a 1:1 webinar, detailing the tender requirements, answering any of Vercity's questions, and creating a bespoke application timeline for completion within the 37 day window provided.

This initial set-up was key for Vercity to be able to produce good quality 1st draft responses to the 4 case studies, 3 quality questions, and commercial responses. Each case study required 500 words, and each quality question 6,000-8,000 characters, with enough detail to "fully address" all parts of the question.

Once our Framework Team received the 1st drafts, they got to work reviewing, editing, scoring and providing feedback as to how Vercity was meeting the framework requirements! The guidance provided was aimed at helping Vercity to describe their experience and approaches in a way that the evaluators would appreciate, and importantly, deem compliant. The Vercity and Advice Gov teams collaborated across 3 drafts to produce answers that were concise, detailed, and would fill any Buyer with confidence in Vercity's ability to provide quality services.

Finally, we managed the technical aspect of ensuring that Vercity were set up with a supplier account on the submission portal, and that the tender and all supporting attachments were uploaded correctly, and submitted before the deadline.

The process helped with sticking to the tight deadlines, there is a need for a quick turnaround. Advice Gov took control and set deadlines for us to hit internally. It kept us focused and on track. With the different Advice Gov reviews of our answers, we drilled down on the answer instead of going off on a tangent. They kept us focused on what was required to score on highly on quality, along with our technical expertise.

OUTCOME

In July 2021 Vercity were awarded a place on Lots 2 and 4 of the Estates Management Services framework, achieving 87.50% of available quality marks (only missing 1 mark)!

Vercity are now in a prime position to continue providing their services to the public sector, via an easy route to market where Buyers can procure by Further Competition or Direct Award.

These services cover, but are not limited to, the development of surveys, studies, and sustainability strategies; environmental reporting and certification processes; estate, asset and property management; and treasury services.

Working with Advice Gov to gain access to the framework has meant we will have greater exposure to potential opportunities with the public sector. This will assist us in engaging with a wider audience, enabling Vercity to transform our consultancy business.



Framework Listing Services

Our framework listing support services help suppliers get on to the routes to market they want.

We always say, getting listed is easier said than done! Applications need to be handed in on time and listings should be of high quality - and compliant. This process can often be very labour and time intensive. For large organisations this might not be an issue, but for SMEs it can be a real obstacle to public sector success. The costs can quickly ramp up and we often see unprepared suppliers quitting half way through.

With our Listing Services and post-Live support, Advice Gov can take charge of the heavy-lifting and free up suppliers' time and resources - as well as increase their chances of success on their desired framework.