



Cabinet

13 January 2026

Gateway 3 Contract Awards - Corporate FM Contracts

Portfolio Holders: Councillor Zoe Van Dyke, Portfolio Holder for Business Management
Councillor Simon Curry, Portfolio Holder for Climate Change and Strategic Regeneration.

Report from: Sunny Ee, Assistant Director Regeneration

Author: Dan Stone, Head of Facilities Management & Capital Projects

Summary

Cabinet approval is sought to award the procurement of the Corporate Facilities Management (FM) Contracts. These new Corporate FM Contracts are scheduled to begin on 1 April 2026, bringing the current FM agreement with Medway Norse to an end. The Gateway 3 reports for each of the 10 new FM contracts were approved by the Procurement Board on 18 December 2025. The detail of each contract is contained in Appendices A to J attached to this cover report.

1. Recommendations

- 1.1. The Cabinet is asked to agree to award the following contracts as detailed in Appendices A to J, as they have been evaluated as the most advantageous against the Council's award criteria as per the evaluation spreadsheets contained within section 3.1 of the Exempt Appendices of Appendices A to J:
 - 1.1.1. FM Electrical Services Contract to Phosters (FM) Ltd, as set out in Appendix A to the report;
 - 1.1.2. FM Heating and Ventilation Services Contract to Re-Gen (M&E Services) Ltd, as set out in Appendix B to the report;
 - 1.1.3. FM Fire Safety Services Contract to RGE Services Ltd, as set out in Appendix C to the report;
 - 1.1.4. FM Water Compliance Services Contract to Envirocure Ltd, as set out in Appendix D to the report;

- 1.1.5. FM Asbestos Compliance Services Contract to Riverside Environmental Services Ltd, as set out in Appendix E to the report;
- 1.1.6. FM Lift Maintenance Services Contract to Wemaintain, as set out in Appendix F to the report;
- 1.1.7. FM Cleaning Services Contract to Pacific Support Services Ltd, as set out in Appendix G to the report;
- 1.1.8. FM Security Services Contract to Chase Security Services Ltd, as set out in Appendix H to the report;
- 1.1.9. FM Grounds Maintenance Contract to Canvins Group, as set out in Appendix I to the report; and
- 1.1.10. FM Building Fabric Services Contract to Topcoat Construction Ltd, as set out in Appendix J to the report.

- 1.2. The Cabinet is asked to agree that the above awarded contracts be aligned with the FM Service contract budget and note that these budgets have been established based on historical expenditure within the 2024/25 Medway Norse FM Contract, and a pricing exercise undertaken by a qualified Quantity Surveyor (QS) consultant.

2. Suggested reasons for decisions

- 2.1. The Corporate FM Contracts are a suite of 10 specialist contracts, all to commence on 1 April 2026, and are for a maximum of 7 years on a 3+2+2 basis. The initial contract will commence on 1 April 2026 and end on 31 March 2029, with extensions available via approval to 31 March 2031 and a final possible extension period to 31 March 2033. The approach allows establishing the new contracts through the new FM Service Delivery Model and allows flexibility in line with wider local government changes in the future.
- 2.2. In the first year of the new contract, comprehensive asset data will be collected, and associated Planned Preventive Maintenance (PPM) regimes will be reviewed in collaboration with the appointed contractor. This process will ensure that the scope and value of PPM works for subsequent years are accurately defined, using the initial tender price submissions as a reference point.

Service Lead Officer Contact

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Appendices

- Appendix A - FM Electrical Services Contract
- Appendix B - FM Heating and Ventilation Services Contract
- Appendix C - FM Fire Safety Services Contract
- Appendix D - FM Water Compliance Services Contract
- Appendix E - FM Asbestos Compliance Services Contract
- Appendix F - FM Lift Maintenance Services Contract
- Appendix G - FM Cleaning Services Contract
- Appendix H - FM Security Services Contract
- Appendix I - FM Grounds Maintenance Contract
- Appendix J - FM Building Fabric Services Contract

Background Papers

[Gateway 1 Procurement Commencement – Corporate FM Contracts](#)